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v.1, pt.1, sec.1-4
The Queens Borough Public Library
Acc No. 05.490
Form P-35

Class. 020... Book. M16...
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v.1,pt.1,sec.1-4
The Queens Borough Public Library
Acc No. 05.490
Form P-35

Modern American Library Economy As Illustrated by the Newark N. J. Free Public Library

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670
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v.1
pt.1
Library
Science

By John Cotton Dana

Part I

The Lending Department

Section 1 The Work of the Registration Desk

By Sara C. Van de Carr

BOSTON PUBLIC LIBRARY

Published by
The Elm Tree Press, Woodstock, Vermont
1908

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COLUMBIA UNIVERSITY
LIBRARY

INTRODUCTION

Were there an ideal public library, managed in an ideal way, with ideal assistants, furniture, blanks and general equipment, a detailed description of it would be of great value. As there is no ideal library, I have come to the conclusion, after considering the subject for a number of years, that a full description of the actual work of a large library would be very helpful to librarians and students of library economy: more helpful even than the description of an imaginary or composite one.

This pamphlet, "The Work of the Registration Desk", is the first part of such a description. If it meets with approval it will be followed by similar detailed statements of the other parts of the work of the lending department: Charging System, General Arrangement and Administration, and Relations with the Public.

Each of these will need, for full statement, almost as many words and illustrations as does registration. If they are found acceptable, as will be proved by a sale of a few hundred copies of each, all other departments of the library will be set forth in the same way. Each department or subdivision of a department will be separately treated and separately printed in a pamphlet of about 24 pages. This will make it possible for library assistants and students to secure at a moderate cost those parts of the series which especially appeal to them.

Of this pamphlet one thousand copies have been printed from type; one hundred and fifty of these will be reserved for binding in the

completed series, to be sold only on completion of the series; twenty are reserved for the Newark library, one hundred and eighty are reserved for those who may later subscribe for the whole series. Three hundred have already been subscribed for. The rest are for sale, at present, at twenty-five cents per copy, post free. For copies address The Elm Tree Press, Woodstock, Vt.

Newark is a manufacturing city, population 300,000, seven miles west of New York, from which it can be reached in about thirty minutes for ten cents. Its library is half a mile from its business and trolley center. The building was built by the city at a cost, exclusive of land, of $325,000. It was first occupied in March, 1901. In 1902 the library lent 357,000 volumes, of which 243,000 were given out in the lending department for adults. In 1908 these numbers are about 850,000 and 300,000 respectively.

The building is shown in Fig 1, and the second or main floor in Fig 2. The lending department occupies a room 28 x 44, with an extension to the left, 24 x 52, and to the rear, 28 x 30. The space at the right used by the reference department, 24 x 52, makes the total area of the main room 4,568 square feet. In Fig 2 the numbers indicate: 1, registration desk; 2 and 3, lending desks; 4, desk of chief of lending department; 5, desk of chief of reference department. German books are near the fiction, science and useful arts in a gallery over it, and part of literature near the catalogue. Fig 2 makes plain the general arrangement of the lending department. Fig 3 shows the details of arrangement of desks. There are no rails, gates or other obstacles to free movement save as indicated.

The next number of this series will describe the method of lending books, commonly called the charging system, and will give more details about the room.

It has seemed advisable in the detailed account of the work of the desk which follows, to include descriptions of some of the methods no longer in use, to show how this particular library, and consequently any library, can give up what were once thought to be essentials. We hope thus to make it possible for others to save themselves the trouble and expense of learning by experience. Reference is made in a few

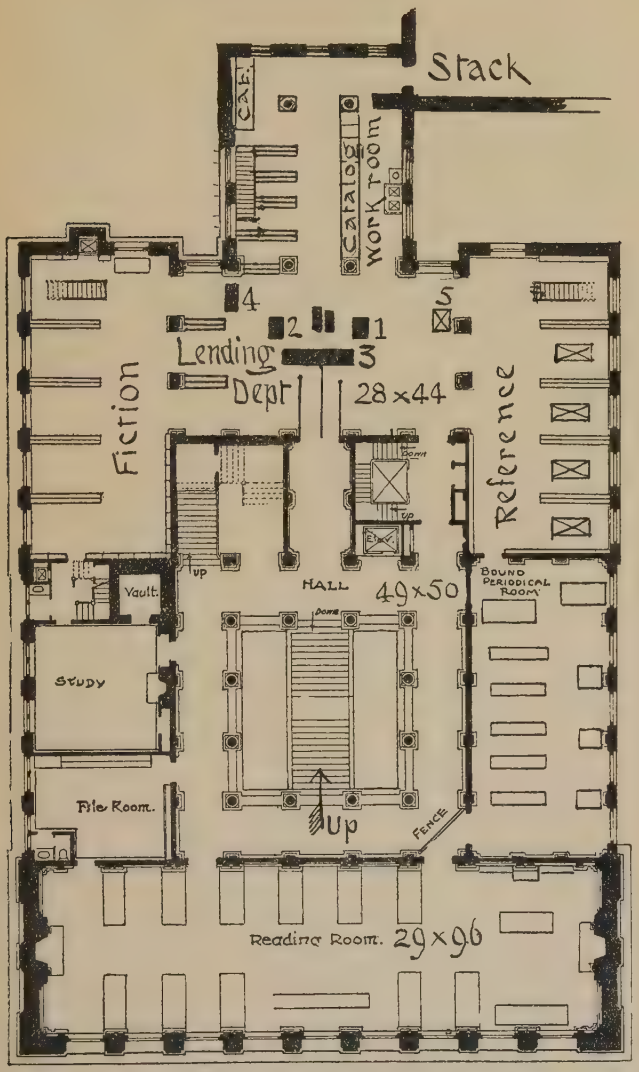


Fig 2. Second or Main Floor. 1 is registration desk ; 2 and 3 lending desks ; 4 desk of chief of lending department ; 5 desk of chief of reference department.

places, without full explanations, to objects, rules and methods in other departments of the library. These will of course all be fully described in other numbers of this series.

J. C. D.

The Free Public Library,
Newark, N. J., September, 1908.

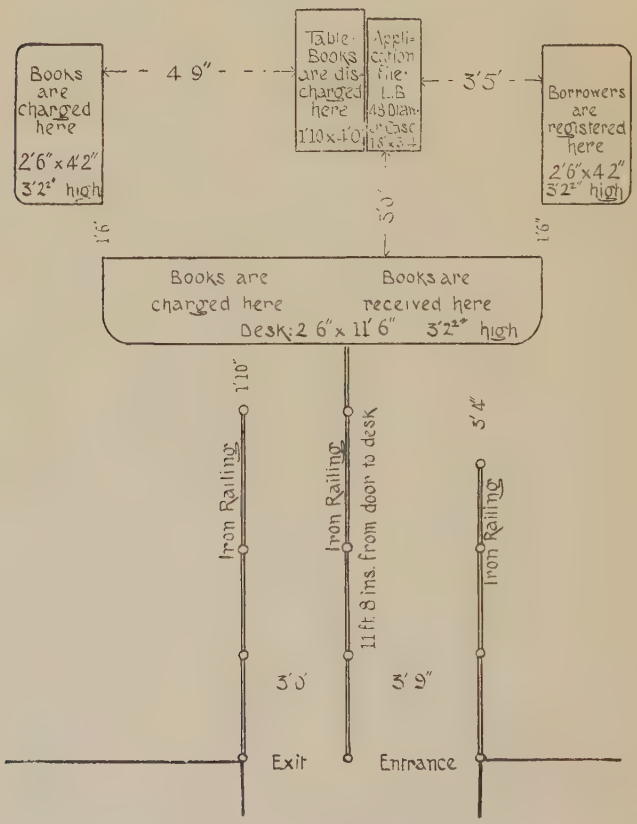


Fig 3. Lending Department Desks.

The Work of the Registration Desk

At the right of the main desk of the lending department and about twelve feet from the entrance is the registration desk, No 1 in Fig 2. Here every person over fourteen years of age who wishes to borrow books may be registered, between the hours of 9 a. m. and 9 p. m.

To be registered, he signs an agreement to obey the library's rules and is given a library card on which he may borrow books for three years; at the end of that time he is asked to register again. Here a permanent record is made of his name, address, occupation and business address, which record is kept on file with others in alphabetical order by borrowers' names. Borrowers from branch libraries and deposit stations are also registered at this desk. The work here in 1907 included: registering 9,476 borrowers; recording changes in borrowers' addresses, names, etc.; renewing library cards when they became filled or had expired; making note of library cards reported lost; and taking out of the card list of borrowers' names all records no longer needed.

Assistants.

The time of two assistants is required to do the work of the registration desk. Some of the simpler work is done by messengers, girls who have not been admitted to the library staff and whose time is not as valuable as that of assistants. Every one in the lending department works here when needed; although one assistant on each force is in charge. An assistant who comes on duty in the morning sees that everything is in order for the day; and an afternoon assistant, that everything is left finished at the end of the day.

These assistants report to the chief of the department if for any reason more help is needed; they also make recommendations for changes in method whenever they think it desirable. From time to time

the assistants in charge of this desk are changed, that all in the department may become thoroughly familiar with all its details.

Application for a Library Card.

The person wishing to borrow books from the library applies for a library card at the registration desk, or at any branch library or deposit station. Applications from children under fourteen years of age are received in the young people's department, which issues a separate series. Library cards are issued free of charge to residents of the city of Newark, non-resident taxpayers and their families, including sons-in-law and daughters-in-law, non-resident teachers and public and private school pupils. Other non-residents pay in advance three dollars per year for a non-resident's card. Temporary residents pay fifty cents per month, deducted from a deposit of five dollars made at the time of registration.

Cards to Residents of the City.

(a) *Card granted at once.* Give the applicant an application blank, Fig 4. Ask him to read this and sign his name in full in space indicated. Fill in other spaces on it in the following order: address, employer's name, business address, occupation and, if the applicant lives in a boarding house, the name of its owner. Look in the alphabetical file of borrowers' applications to see if the applicant has ever had a library card, as he may either have forgotten that he has already signed an application, or, knowing he has, may try to avoid paying a fine on an over-due or damaged book by disclaiming any recollection of it. If the applicant's name is not in the application file, look in the city directory to see if his

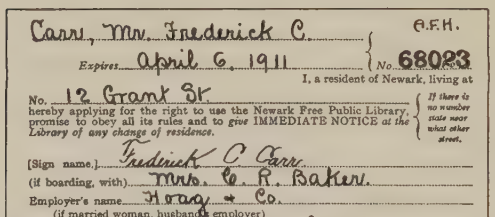
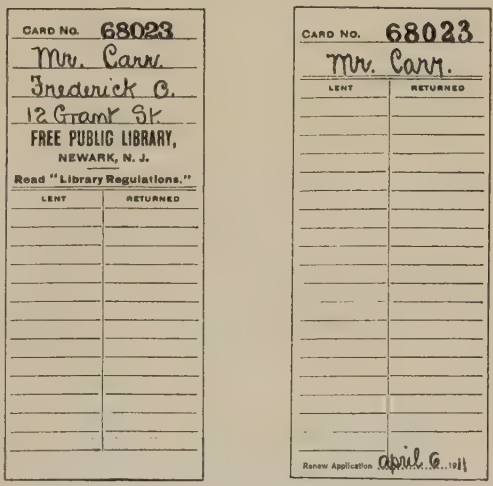

Carr, Mr. Frederick C. G.F.H.
Expires April 6, 1911 No. 68023
I, a resident of Newark, living at
No. 12 Grant St.
hereby applying for the right to use the Newark Free Public Library, promise to obey all its rules and to give IMMEDIATE NOTICE at the Library of any change of residence.
If there is no number state near what other street.
[Sign name.] Frederick C Carr
(if boarding, with) Mrs. C. R. Baker.
Employer's name Hoag & Co.
(if married woman, husband's employer)
Business address 162 Marshall St
(if married woman, husband's business address
Occupation Clerk
(if married woman, husband's occupation)
Known to—[see over]

Fig 4. Application blank printed on both sides; signed by borrower; other spaces filled in by library assistant. Size, 3 x 5; white.

name and address, as given by him, are to be found there. If they are found there, or if the family name and address are found there, write on the top line of the application the borrower's surname followed by the title of Mr., Mrs., or Miss, the first name in full and the initial of the middle name if he has any. Fill in the date of the expiration of the borrower's card, which is three years from the date of registration.

To assign a number to the borrower, stamp the application and the top line of each side of a library card, Fig 5, and Fig 5 a, with a Bates numbering machine, Fig 6, used only for this one purpose and set to repeat all numbers three times. Fill out the library card as follows: write directly under the registration number the borrower's surname preceded by the proper title; on the line below, his first name and his middle initial; on the line below that, his street address; on the reverse of the card write the borrower's surname preceded by the proper title, and in the lower right corner, the date of expiration of the library card. Write your initials in the upper right corner of the application. Place the applications in a special compartment of the registration drawer, a special drawer in the desk, in the order in which they are taken, so that the application bearing the last number assigned is on top, face up.


CARD NO. 68023
Mr. Carr.
Frederick C.
12 Grant St.
FREE PUBLIC LIBRARY,
NEWARK, N. J.
Read "Library Regulations."
LENT | RETURNED

CARD NO. 68023
Mr. Carr.
LENT | RETURNED
Renew Application April 6 1911

Fig 5 and 5a. Library card, front and and reverse; also known as borrower's card. Printed on both sides, filled in by library assistant. Size, 2 x 5; buff.

Give the borrower his library card with a copy of "Hours of

DEPOSIT STATIONS

A—Garben & Cadell, 807 Clinton Ave.
C—D. S. Beldon, South Orange Ave., cor. Seventh St.
D—R. M. Laird, Clinton Ave., cor. Monmouth St.
E—D. W. Smith, Walnut, cor. Pacific St.
G—A. Galloway & Co, Bloomfield Ave., cor. Garside St.
L—David Bramley, Clinton Ave., cor. Bergen St.
M—W. H. Warren, Mt. Prospect, cor. Verona Ave.
O—John Breunig, 280 Springfield Ave.
S—South St. School.
V—William Fischer, 215 South Orange Ave., Vailsburg.

At each of these stations will be found a collection of books from which readers may make selections. Books drawn from the main library may be left at any station (excepting S) to be exchanged. Collections are made every Friday morning and deliveries on Saturday.

BRANCHES.

High School,
No. 1, cor. Broad and Mechanic Sts.
No. 2, cor. Clark and Ogden Sts.
No. 3, 429 Seventh Ave. near 9th St.
No 4, 245 Springfield Ave., near Belmont.
No. 5, 422 Lafayette St., near Hamburg Pl

NO. 1-07-5M

HOURS OF OPENING SUGGESTIONS RULES

THE FREE PUBLIC LIBRARY
NEWARK NEW JERSEY

FIRST FLOOR:
School Department, Children's Room, Picture Collection Room.

SECOND FLOOR:
Reading Room, Delivery Room, Reference Room, Study Room 4, Bound Periodical Room.

THIRD FLOOR:
Librarian's Room, Catalogue Room, Study Room 3.

FOURTH FLOOR:
Assembly Room, Study Rooms 1 & 2, Science Museum.

HOURS.

Delivery and Reference Departments, 9 to 9 every day except Sundays and legal holidays.

Children's Room, every day except Saturday, from 11.30 to 7; Saturdays, 9 to 9; during school vacations 9 to 7.

School Department, every day, 9 to 6.

Picture Collection Room, every day 9 to 6; Wednesday and Saturday, 9 to 9; all departments except Reading Room closed Sundays and legal holidays.

Reading Room, every day 9 to 10; Sundays, 2 to 9; legal holidays, 9 to 12.

Entire Library closed Christmas day and Fourth of July.

Fig 7. "Hours of Opening", front. Fig 7a "Suggestions, Rules", reverse. A folder given to borrowers to inform them about the library. Size 2x5

Fig 6. Bates numbering machine; used to assign numbers to borrowers. 6 in. high.

Opening, Suggestions, Rules", Fig 7 and Fig 7 a, with the explanation that on this card may be drawn novels or other books, as many as needed. Offer to show the borrower where to find the books he wishes and explain to him the general arrangement of the library and how to use the card catalogue. Another assistant will meanwhile take your place at the registration desk.

SUGGESTIONS: RULES.

The Library is free to all for reference use.

Any resident of Newark or any non-resident tax-payer may draw books from the library on signing the proper application and agreement. Applications are renewed every three years. Non-residents may take books from the Library on payment of three (3) dollars per year.

A temporary resident may borrow books from the Library by depositing five dollars from which will be deducted fifty cents a month. The remainder will be refunded when use of the library is discontinued.

Applications of minors under 18 years of age require the endorsement of parent, guardian, or some responsible person.

Applications must be signed at the library or at one of the deposit stations or branches.

Any resident of Newark can get a "borrower's card." On this card he may take out two or more books, except fiction less than a year old. Of the latter only one may be drawn at a time. Books may be kept one month without renewal except those limited to seven days, upon which the limit of time always holds. **A borrower may renew books at the end of the month by returning them to the library,** where they may be charged again unless reserved by some other borrower Three days after this renewal books may be called in, if needed. **Books cannot be renewed by mail.**

If a card is lost it will be replaced after seven days upon payment of ten cents, or without fee at the expiration of 20 days.

A card holder is responsible for all books drawn on his card and for all fines which accrue on the same.

Any card holder may draw any number of books from the Duplicate Collection of popular books at one cent per day per book.

Any book (except fiction and Duplicate Collection books) may be reserved free of charge.

Borrowers must pay for books lost or injured while in their possession.

A fine of two (2) cents a day is imposed if a book is kept overtime. At the expiration of three weeks (if the book is not returned) a messenger is sent for the book, who has authority to collect fines, and an additional fee of twenty (20) cents for messenger service. No book will be delivered to a person who has incurred a fine until the fine is paid.

Suggestions of books for purchase are asked for.

Kindly give immediate notice of a change of residence.

Fig 7a.

An applicant whose name is not in the directory may also secure his library card at once if his application is endorsed by a card holder in good standing. Have this guarantor sign his name in full on the back of the application blank, Fig 8, then proceed as above.

Husbands and wives may sign applications for each other; a wife may use her own given name or her husband's.

(b) *Card not granted at once, registration postals, etc.* If the applicant's name and address, as given, do not appear in the directory, his address must be verified in some other way, as the library requires no guarantee except the verification of the applicant's address. Fill out the application in the usual way, but do not add the date of

expiration and the borrower's number. Stamp the date of application with your dater, Fig 9, (each assistant has her own, distinguished by a letter assigned to her), directly under the space for the borrower's number, Fig 10. Tell the borrower that he may have his library card in three days. Put the application in a special compartment of the registration drawer with others labelled "Applications for which postals are to be sent". In the evening take out all the applications in this compartment received on that day, and address a registration postal, Fig 11, to each applicant; date the postal with the day's date and after "Librarian" write your initials. Date the applications on the back with your dater, in the upper right corner, and file them in alphabetical order with others in the registration drawer labelled, "Applications for which postals have been sent." Mail the postals before 9 p. m. When the borrower presents his registration postal, find the application in the file, fill it out in the usual way, make out the library card and proceed as before indicated.

If the registration postal is returned from the post office unclaimed, look up the application in the file of "Applications for which postals have been sent", note at the top in pencil, "Postal ret. from P. O." and replace it in the file. Every month go through the file of "Applications for which postals have been sent", examine the dates on the reverse of these, and destroy those that have been standing three months.

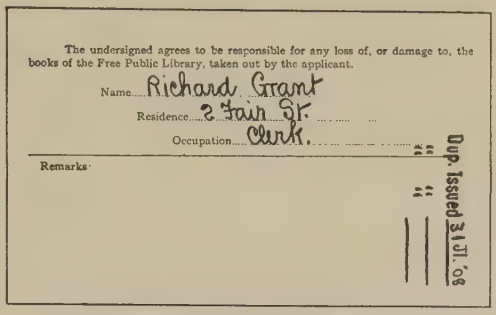
Formerly statistics were kept of the number of registration postals mailed to applicants and of the number returned from the post office, unclaimed; but this practice has been given up as unnecessary.

Minors.

If an applicant is under 18 years of age, secure his signature on an application blank and have a parent, teacher, or some other guarantor who is of age, accompanying him, endorse his application on the back, Fig 8; then fill out the application and grant the borrower's card in the usual way.

If a minor applicant says that his guarantor will call later and endorse his application, secure his signature and fill out the application with the exception of the borrower's number and the date of expiration; stamp with your dater directly under the space for the borrower's number; and file the application alphabetically with others labelled

"Minor applications". When the guarantor calls, look up the application, secure the guarantor's signature, fill in the date of expiration and the registration number, and issue the library card in the usual way. Each month go through this file of minor applications and destroy those that have been unclaimed for more than three months.


The undersigned agrees to be responsible for any loss of, or damage to, the books of the Free Public Library, taken out by the applicant.

Name Richard Grant

Residence 2 Fair St.

Occupation Clerk.

Remarks

Dup. Issued 31 VII. '08

Fig 8. Reverse of application blank, showing a guarantor's signature. Shows also a record made when a new card is given to a borrower, his old one having been lost.

If a minor is unable for any valid reason to have a guardian come to the library to sign for him, secure the applicant's signature on an application blank; fill in all the spaces except the borrower's number and the date of the expiration of the application. Mail the application to his parent or other guarantor with a "Note to Parents" slip, Fig 12. When the endorsed application is returned, file it in the file labelled "Applications for which postals are to be sent"; then send the registration postal as

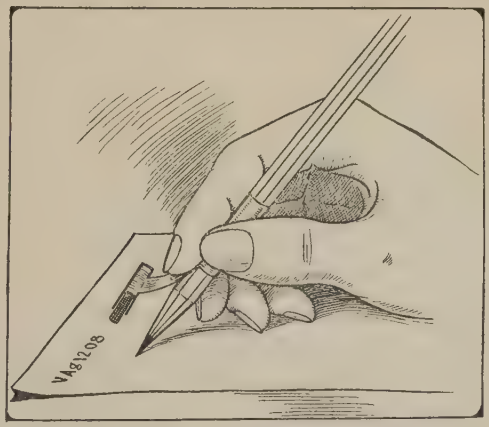


Fig 9. Pencil dater; a movable steel dater attached to a pencil. Holds rubber type for day's date and the distinguishing letter of an assistant; the type is changed daily, by hand.

described above, and on presentation of it issue the library card.

If a minor applicant has had a library card in the young people's department, he goes to the chief of that department and asks for a permit to be transferred to the adult department. This permit, Fig 13, is a slip bearing the child's name, address and number in the young people's department, the legend "ad. cd."(abbreviation for adult card), and the initials of the head of the department; it entitles a minor to a card at once without the guarantor's signature. Fill out the application in the usual way, adding the borrower's number given in the young people's department on the reverse of the application directly over "Remarks", Fig 14.

Hill, Mrs. John H.

Expires ..... No. 72282 Apr '08

I, a resident of Newark, living at

No. 360 High St.

hereby applying for the right to use the Newark Free Public Library, promise to obey all its rules and to give IMMEDIATE NOTICE at the Library of any change of residence.

If there is no number state near what other street.

[Sign name.] Mrs. John H. Hill.

(if boarding, with) .....

Employer's name .....
(if married woman, husband's employer)

Business address 1 Broadway, N.Y.
(if married woman, husband's business address)

Occupation Lawyer.
(if married woman, husband's occupation)

Known to—(see over)

Fig 10. Application blank as filled in when the borrower's card is not granted at once.

The Free Public Library, Newark, New Jersey.

Apr. 9, '08

Your reader's card is now ready and may be obtained by presenting this postal at the Library in person.

J. C. Dana,
Librarian.
A.F.H.

Fig 11. Printed registration postal; filled in by library assistant.

All minors, as soon as they have received their library cards, are directed to the information desk. The assistant there shows them about the library.

Applications Signed at Schools.

Principals of evening, technical, business, high and other secondary schools may have in their schools adult library application blanks to

facilitate granting library cards to their pupils. Each application blank in the teacher's possession is enclosed in a printed envelope addressed to the library. The application blank is signed by the pupil, in the presence of the teacher who fills in the address, business and business address, and endorses it on the back, as in the case of minors. The teacher puts the application, so signed and endorsed, in the envelope addressed to the library and either mails it to the library or sends it by the applicant. If the application is received by mail, fill out the card and application in the usual way and mail the card with a copy of "Hours of Opening, Suggestions, Rules", to the teacher, who in turn delivers it to the student. If the student presents the signed and endorsed application at the library in person, issue the library card in the usual way.

Note to Parents. Aug. 18, 1908

NEWARK FREE PUBLIC LIBRARY.

Richard Grant jr. has applied for a card. If you are willing to have him draw books from the Library, please write your name, residence and occupation on the back of the enclosed application, and return it in an envelope to the Newark Free Public Library.

J C DANA,
Librarian.

Fig 12. Printed "Note to Parents" slip; filled in by library assistant. Size 3 x 5.

William Kimball
64 South St.

O.K. H.P.D.

ad. cd.

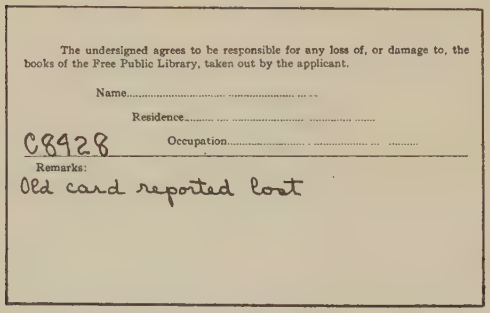
C8428 Jl 2'08

Fig 13. Permit from the chief of the young people's department for a child to get a library card in the adult department. "O. K. H. P. D." is mimeographed; the other matter is written in pencil by library assistant. Size 2 x 2 1-2.

Invalids.

If it is reported that an applicant is unable because of illness to come to the library to sign an application, write on a library envelope his name and address, and say to the person reporting that a messenger will call to procure the invalid's signature. Make out an application blank in the usual way, leaving the line for the borrower's signature blank.

Make out the library card. Put the card and application and a copy of "Hours of Opening, Suggestions, Rules", in the envelope bearing the borrower's name and send same to him by a messenger, on the following day. The invalid signs the application blank, if possible in the presence of the library messenger, and is given his library card. When the messenger returns the signed application to the library, place it in its proper numerical order with others in the registration drawer.


The undersigned agrees to be responsible for any loss of, or damage to, the books of the Free Public Library, taken out by the applicant.

Name.....

Residence.....

C8928 Occupation.....

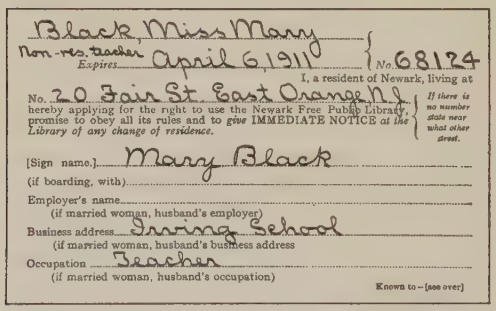
Remarks:

Old card reported lost

Fig 14. Reverse of application blank showing record of the former number of a borrower either in adult or young people's department; it also shows location of a note that the card bearing this number was lost.

Cards to Non-residents.

Non-resident tax-payers and members of their immediate families, non-resident teachers, and pupils in public or private schools borrow books from the library under the rules that govern residents of the city. The tax-payer must present his latest tax receipt; the teacher's name must be included in the list published by the board of education, or he must be identified by the office of the superintendent of education, usually by telephone; and the public or private school pupil must be identified by a


Black Miss Mary

Non-res. teacher Expires April 6, 1911 No. 68124

I, a resident of Newark, living at

No. 20 Fair St. East Orange N.J. (If there is no number state near what other street.)

hereby applying for the right to use the Newark Free Public Library, promise to obey all its rules and to give IMMEDIATE NOTICE at the Library of any change of residence.

[Sign name.] Mary Black

(if boarding, with).....

Employer's name.....
(if married woman, husband's employer)

Business address Irving School
(if married woman, husband's business address

Occupation Teacher
(if married woman, husband's occupation)

Known to—[see over]

Fig 15. Application showing location of note that a borrower is a tax-payer, non-resident teacher or non-resident pupil.

note from a teacher or in some other way. When the non-resident applicant who is entitled to a card has been properly identified, fill out the application and the library card, writing near the top of each the legend "Tax-payer", or "Non-res. pupil", Figs 15-16.

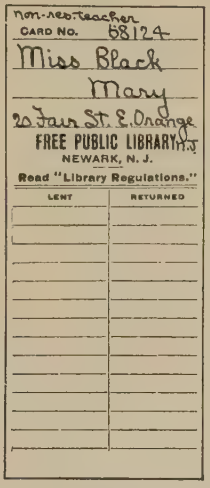

Non-res Teacher
CARD NO. 58124
Miss Black
Mary
20 Fair St. E. Orange
FREE PUBLIC LIBRARY
NEWARK, N. J.
Read "Library Regulations."
LENT | RETURNED

Fig 16. Library card showing location of a note that a borrower is a taxpayer, non-resident teacher or non-resident pupil.

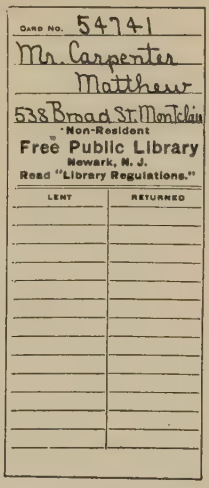

CARD NO. 54741
Mr. Carpenter
Matthew
538 Broad St. Montclair
Non-Resident
Free Public Library
Newark, N. J.
Read "Library Regulations."
LENT | RETURNED

Fig 17. Library card for non-resident borrower who pays for the use of the library. Size, 2 x 5; green.

Other non-residents who wish to borrow books from the library pay three dollars a year. On payment of this fee, make out the application, writing at the top the legend, "Non-res". Fill in the date of expiration one year from the date of registration instead of the usual three years. Fill out a non-resident library card, Fig 17, which is green in color, to distinguish it from the usual card, only two books being allowed on it at one time. Write the name of the town in which the non-resident borrower lives, directly after the street address on the application and card, Figs 15-17. Put the money received into the cash drawer; enter on the daily cash account at the lending desk "$3.00, non-res. cd." In addition to the two books allowed him a non-resident borrower may take on his card at one time as many of the duplicate pay collection of books as he wishes. See Charging System.

Cards to Temporary Residents.

An applicant living in the city temporarily may have a library card by depositing five dollars, from which amount fifty cents per month is de-

ducted as long as he uses the library. On payment of this sum fill out an application and issue a card as usual; but make the time of expiration ten months from the date instead of the usual three years. Write

NO.	NAME.	RESIDENCE.
Mr 08		
54741	Mr. Matthew Carpenter	538 Broad St. v Montclair, N.J.
54742	Mr. Andrew Wilson	107 Clay St.

Fig 18. Section of a leaf from registration book.

on the face of both application and borrower's card, near the top, "Temp. res." put the five dollars in an envelope and write on the outside "$5.00 deposit, temporary resident", also borrower's name and address and date. Seal the envelope and place it at the back of the registration drawer. When the borrower gives up his library card refund to him from this envelope the proper amount; enter the balance on the cash account at the lending desk. See Charging System.

The Registration Book.

Each afternoon take from the registration drawer all borrowers' applications that have accumulated since the afternoon before, except the latest one, which is left as a guide in assigning the next number, and enter them in the ledger with numbered lines called the registration book. On the line in the registration book bearing the number corresponding with the number of the application, write the name, not inverted, and the street address of the borrower. In the case of a non-resident write also the name of the town in which he lives, directly under the street address, Fig 18. Write the date of the first application to be entered immediately above the number of that appli-

1007 Broad St new ad.

Jones, Miss Amy E.

10048

Fig 19. Change of address slip. The note is made in pencil by the library assistant. Size, 2 x 5.

cation. This work is done at some place other than the registration desk, that the routine of the desk may not be interfered with.

If a borrower's name is to be changed (see under heading, "Change of name") look up that borrower's number in the registration book, paste a Dennison election sticker over the old name and write the new name on the sticker.

For the sake of economy of time in writing borrowers' numbers, keep these numbers as small as possible. Library cards expire every three years; at the end of six years the registration book begins again with the number 1.

The Application File.

The application file is the alphabetical file of borrowers' applications in the drawers of the application case. Library cards not in use, fine notices, notices of cards lost and all records concerning borrowers are also filed here, directly in front of the application of the borrower to whom they may refer. Arrange alphabetically by borrowers' names the applications which have been entered in the registration book. File these alphabetically with the others in the application file. Leave the applications, as they are filed, standing on end, that they may be revised and then turned down by another assistant. This revision is essential and completes the work of registering a borrower. The filing may be done by a messenger.

Occupation Record; Street Index.

Formerly a record was kept of borrowers' occupations; also a street index to borrowers. These records were made directly from the borrowers' applications and were written on small ruled slips of paper, 2 inches by 5 inches. They were kept in separate files in the lower drawers of the application case. The occupation slips contained on the first line the borrower's occupation and registration number; on the second the borrower's name; below that his address. The slips were filed alphabetically, 1, by occupations, 2, by borrowers' names. The street index slip contained on the first line the name of the street followed by the number, and to the right the borrower's registration number; on the second line the borrower's name, inverted; the slips were filed 1, alphabetically by street names, 2, numerically by street numbers, 3, alphabetically by borrowers' names. Both of these records have now

been discarded as unnecessary. The main use of the street index was to record cases of contagious diseases among borrowers. This is now done in a much simpler way through co-operation with the board of health. See Charging System.

Renewal of Application.

A card which is three years old must be renewed. To renew it, find the old application in the application file; destroy the old application and library card; issue a new application and card as though the borrower had never had a card before, except that the address need not be again verified. On the reverse of the new application write the borrower's old number, Fig 14. If the old card indicates that there are books charged and not yet returned, clip it to the new application to be filed in the application file until the books are all discharged, and then destroy it.

If the borrower's old library card is lost and a period of two months has elapsed since it expired, issue a new application and card as above.

If the borrower's card is lost, and it expired less than two months previously, note the loss in the manner described under the heading, "Lost cards", and tell him to call after twenty days to renew his application. He may continue to borrow books meanwhile on his old card number. See under the heading "Lost Cards." At the end of twenty days a new application is made out and a new library card is granted as above; write on the back of the application, directly under the borrower's old number, "Old card reported lost", Fig 14.

A non-resident's card must be renewed every year. To do this, upon payment of the fee of three dollars, look up the borrower's application, erase the old date of expiration, write in the new date of expiration, one year from the present date, and return the application to the file. When a number has been used three years by a non-resident borrower, which fact is ascertained from the registration number, make out a new application and library card in the usual way.

Change of Name.

If a borrower reports that because of marriage or for any other reason she has changed her name and her old application has not expired, have her sign a new application in her new name. Fill out the application in the usual way, but copy the old registration number and date

of expiration in the proper spaces on the new application. Write "Married" or whatever the reason for the change of name may be, across the face of the old application. Make out a new library card. Destroy the old card. Clip the new application to the old one and drop it into the registration drawer with other applications taken during the day, to be changed in the registration book. If the borrower's old library card is lost, she must wait the usual time for her new one. See under the heading "Lost Cards."

Change of Address.

Borrowers are required to report changes of address immediately. When a change of address is reported, note on a blank slip of paper the borrower's name, number and new address, followed by "new ad.", Fig 19. Put the slip, with others labelled "Changes of address", in the registration drawer. On the borrower's card erase the old address and write the new, and return the card to the borrower.

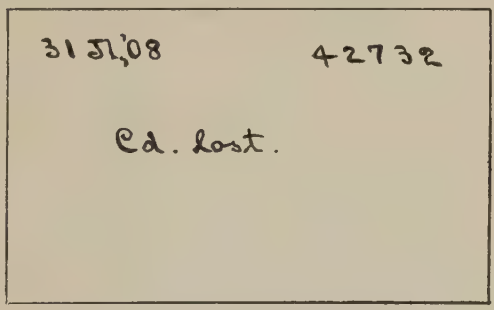


Fig 20. Note of a library card reported lost; written in pencil. Size, 3 x 5; pink.

Each afternoon take the slips labelled "Changes of address" to the work table with the registration books. Arrange the slips numerically by borrowers' numbers. Look up each number in the registration book, and paste a Dennison election sticker over the old address; write the new address on the sticker; write "Bk." in pencil on the slip showing that it has been entered, that the next person who takes up the work may know where to begin. Having changed the addresses in the registration books for all of any group of slips, next arrange the same slips alphabetically by borrowers' names. Find in the application file the corresponding application for each slip and change the address by means of an election sticker. Replace the application in the application file. Destroy the change of address slip.

Lost Cards.

When a borrower reports his library card lost, write in pencil on a blank slip of pink paper the legend "Card lost", the date, and the borrower's number, Fig 20. File this slip at once just before the borrower's application. Tell the borrower he may have a new card in twenty days free of charge; or, after seven days upon payment of ten cents. If the borrower wishes to take a book in the meantime, let him sign liability slip, Fig 21, an agreement which makes him financially responsible for books drawn on his card number, if the library records show these not to have been returned after they become due; add the borrower's number and the day's date; and file at once before the borrower's application. Write on a small blank slip of paper the borrower's number and the day's date, Fig 22, and tell him to present this with his books at the charging desk.

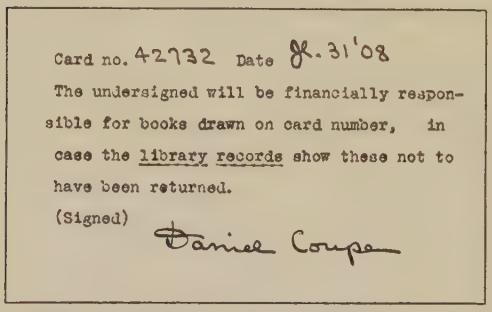

Card no. 42732 Date Ap. 31'08
The undersigned will be financially responsible for books drawn on card number, in case the library records show these not to have been returned.
(Signed) Daniel Cooper

Fig 21. Liability slip; an agreement that a borrower will be responsible for books charged on his card number. A mineographed form, filled in by library assistant and signed by borrower. Size, 3 x 5; pink.

When the borrower calls at the end of twenty days, look up the pink slip bearing the legend "Card lost", etc. Make out a new library card, writing "Dup." on its face in the upper left corner, to show that it is a duplicate. Give the borrower the new card. Remove the application from the file; stamp it on the back with the rubber stamp which says "Dup. issued", and add the date in the proper place to show when a new card was issued, Fig 8. File the application back in its place at once. If a borrower wishes to get a new library card at the end of seven days upon the payment of a fee of ten cents, make out a new card as above. Put the ten cents in the cash drawer. Enter on the cash account at the delivery desk "New cd. 10 cts." See Charging System.

Formerly statistics were kept of the number of library cards reported lost and of duplicate new cards issued; but this practice was given up as unnecessary.

Filled Cards.

When a library card is filled with charges for books, the borrower presents it at the registration desk for a new one. Look in the application file to see if there are any fines against the borrower's name. If there are no fines and all charging dates on his card are cancelled, make a new card, an exact duplicate of the old one. Destroy the old card. If the card shows that there are books still charged and not yet returned, transfer the uncancelled dates, in ink, to the new card before destroying the old one. If there are more than four such charges to copy, write in pencil across the card "New card issued"; give the reader a new card without copying the charges; file the old card at once in front of the application, where it remains until all books charged on it have been returned and the charges have been cancelled; then destroy it. The old card with uncancelled charges must never be given to the borrower.

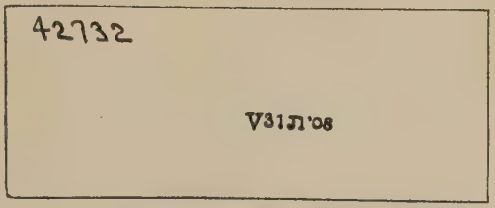


Fig 22. A charging slip which is given to a borrower to present at the desk with his books when his card has been reported lost; size, 2 x 5.

Library Cards Not in Use. Cards Transferable.

Borrowers who are not using their cards may leave them at the library if they wish. Drop them as received into a special compartment of the registration drawer. Each afternoon arrange them alphabetically and file them before the borrowers' applications in the application file. In filing, compare each card with its application to be sure that not only the names but also the addresses and numbers are alike. File the library card in front of any other material that may be filed before the application, so that in looking it up your attention is at once drawn to notices, or to any fines charged against the borrower. A messenger does this filing with revision.

Library cards are transferable. When a borrower calls for a card which has been left at the library give it to him at once unless there is a fine or some other notice before the application warning you not to let him have it. If a borrower does not wish anyone else to use his card, he notifies the registration assistant. When such a notice is received write at once, in pencil on a slip of pink paper the size of application blank, the words, "Issue card to owner only", and file this before his application in the application file.

Check list April 11'08

Registration work from Branch & Station Dept.
3, 4, 5

No. sent 9

6 Applications 1 Cards lost

1 Requests for cards 2 New cards

Other requests

Department Delivery
A.F.H.

Fig 23. Branch and station department check list. A mimeographed form, filled in by branch and station department, and checked by lending department. Size, 6 x 5; cut shows half of blank.

Branch Library and Station Registration.

(a) *Main library procedure.* Borrowers at all branch libraries and stations are registered at the main library. At 1 p. m. daily the main registration desk receives from the branch and station department all applications that have been signed at branches on the previous day, together with notes of borrowers' changes of addresses, library cards reported lost, requests that library cards on file at the main library be sent to a branch, etc. With these items is sent a check list, Fig 23, on which each item is noted.

Williamson, Miss Carolyn G. Branch 5

Expires ..... No .....

I, a resident of Newark, living at

No 112 Burnet St.

hereby applying for the right to use the Newark Free Public Library, promise to obey all its rules and to give IMMEDIATE NOTICE at the Library of any change of residence

If there is no number state near what other street.

[Sign name] Carolyn G. Williamson

(if boarding), with .....

Employer's name .....
(if married woman, husband's employer)

Business address Same.
(if married woman, husband's business address)

Occupation trained nurse.
(if married woman, husband's occupation)

Known to—[see over]

Fig 24. A branch application as received at the main library.

Branch applications received at the main library bear the name of the branch stamped in the upper right corner, and all other needed data, except the date of expiration and the borrower's number, Fig 24. "O. K." written in the upper right corner of the application signifies that the borrower's address has already been verified at the branch.

The Free Public Library, Newark, New Jersey

Apr. 11 '08

Your reader's card is now ready, and may be obtained by presenting this postal at ~~Deposit Station.~~ Branch 4

249 Springfield Ave. J. C. Dana, Librarian.

A. F. H.

Fig 25. Registration postal sent to a branch applicant.

Compare each application not marked "O. K.", with the city directory. If the address is verified, fill out the application in the usual way. Fill out a library card, write the name of the branch in the upper right corner, lay it aside to be sent to the branch. Place the application in the registration drawer with others, in numerical order, to be entered in the registration book and filed at the main library.

When the address on a branch application cannot be verified, fill out the application and grant a library card in the usual way. Address a special registration postal, Fig 25, to the applicant. Clip to the borrower's card a printed slip the size of the card reading "Give this card to borrower *only* upon presentation of proper postal". Lay the card aside to be sent to the branch and station department at the proper time and drop the application in the registration drawer, to be written up in the registration book and filed in the usual way. Mail the postals on the evening of the following day to make sure that they do not reach applicants until after their cards have been received at the branches.

When a library card is reported lost through a branch or station, make out a new card at once, write "Dup." in the upper left corner and the name of the branch in the right, stamp the application on the back with the duplicate card stamp, attach to it the lost card slip,

on which the report of the lost card was made through the branch and station department, Fig 26, and put it with other material for the branch and station department. File at once, before the borrower's application, the usual pink slip on which is written the borrower's number, the legend "Card reported lost", and the date; add to this slip "Card sent to Br.—". The branch librarian or station keeper does not give the borrower his new card until twenty days have elapsed from the time the card was reported lost.

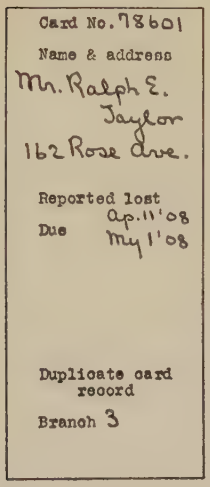

Card No. 78601
Name & address
Mr. Ralph E. Taylor
162 Rose Ave.
Reported lost Ap. 11'08
Due My 1'08
Duplicate card record
Branch 3

Fig 26. Lost card slip used by a branch or station to report a card lost. A mimeographed form, filled in by branch assistant. Size, 2 x 5.

As each item on the branch and station department check list is attended to, check it; add your initials. Send all the branch borrowers' cards and other things asked for, together with the check list, to the branch and station department before 2.45 p. m. This department mails the material to the several branches.

Each Friday the branch and station department sends to the registration desk applications and requests from deposit stations in the same manner as are sent the daily requests from branches. The routine is the same as for the branch work, the name of the station being substituted for the name of the branch. The branch and station department distributes this material to the deposit stations.

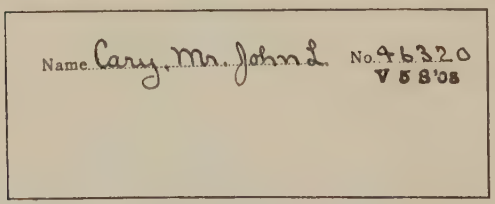

Name Cary, Mr. John L. No. 46320
V 5 8'08

Fig 27. Card on which the name record of a borrower is kept at a branch. The file of such cards corresponds to application file at the main library. Size, 2 x 5.

On the first of each month, the branch and station department collects and sends to the registration desk all cards that have been on file at the branches and stations for

more than one month. File these in the main library application file. (b) *Branch library procedure.* At the branch library, keep a daily record of the number of applications taken and check this when the borrowers' cards are received from the main library. For each borrower's card received at the branch, make two registration records on cards. On one card, 5 x 2 in size, Fig 27, note the borrower's name, inverted, and his registration number; file this alphabetically by the borrower's name in the name file, which takes the place, at branch, of main library application file. On a second card, 5 x 3 in size, Fig 28, note the borrower's full name, inverted, his address, and his registration number; date with your dater directly under the registration number; file this slip numerically by the registration number, in the registration file, which takes the place of a registration book. Keep these files in special drawers of the catalog case, which stands near the desk. Keep borrowers cards, left at the branches, together with all fine and other notices clipped to them, filed by the borrowers' surnames, in the charging tray.

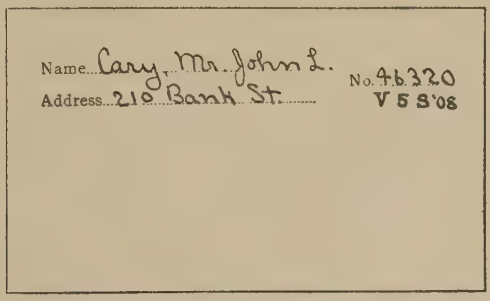


Fig 28. Card on which the registration number record of a borrower is kept at a branch. The file of such cards corresponds to registration books at the main library. Size, 3 x 5.

Statistics.

On the first day of each month compute from the registration books the number of borrowers registered during the month and the number of borrowers registered to date. Send these statistics to the head of the lending department, who in turn sends them to the office of the assistant librarian, where all records of statistics are made and kept.

Expired Applications.

In June each year, go carefully through the application file, from A to Z, and destroy all applications which expired more than six months previous, with no charges against them, together with cards and notes

pertaining to them; also those with charges of less than twenty-five cents against them which expired more than three years previous; and all those with charges more than seven years old, except for books borrowed and never returned, or with legends, " Issue no books without the consent of the librarian ".

ALPHABETICAL LIST OF SPECIAL FURNITURE AND EQUIPMENT REQUIRED FOR REGISTRATION WORK

Application blanks The form, printed on both sides, on which a record is kept of a borrower's name, address, occupation and business address; contains also a written pledge to be signed by the borrower. Figs 4 and 8. Size, 3" x 5". Paper, Sylvia ledger, 16" x 21", 28 pounds to a ream. Made by a local printer in lots of 10,000, for $12.50.

Application case A standard oak Library Bureau catalogue case having 8 tiers of 6 drawers each; contains the alphabetical file of borrowers' applications and other records on cards. Size, 40" x 18" x 48" high. Cost, $95.00.

Bates numbering machine A steel numbering machine which is used only to assign borrowers' numbers. Fig 6. Made in West Orange, N. J. Cost, $8; ink for metal letters, 39 c. per bottle.

Branch Name Cards The printed forms on which a record is kept, at a branch, of borrowers' names, in alphabetical order. Fig 27. Size, 2" x 5". Paper, Sylvia ledger, 17" x 21", 28 pounds to a ream. Made by a local printer in lots of 10,000 for $6.00.

Branch Registration Cards The printed forms on which a record is kept at a branch of borrowers' numbers, in numerical order. Fig 28. Size, 3" x 5". Paper, Sylvia ledger, 17" x 21", 28 pounds to a ream. Made by a local printer in lots of 10,000 for $6.00.

Check lists for branch library and station work A mimeographed form, made at the library. Fig 23. Size, 3" x 5". Juno cream laid paper; 22" x 24", 40 pounds to a ream; cost, $2.52 per ream; cut in the library's bindery, at a charge for the time required.

City directory A new one is bought each year; it is used for

the verification of borrowers' names and addresses. Cost, $6.00. Usually rebound in two parts, the business directory separate, at a cost of 80 cents per part.

Daters One steel pencil dater that holds rubber type for the day's date is needed for each assistant. Fig 9. Made by Library Bureau; style 25h. Cost, 25 cents each.

Dennison election stickers Strips of gummed paper, 1-4" x 2 1-2", used for changing records on applications and in registration books. Made by the Dennison Manufacturing Co., Boston, Mass. 40 stickers to one sheet. Cost for 500 sheets, $3.50.

Duplicate card stamp A rubber stamp used to record the granting of a new library card to replace one lost. Impression of this stamp is shown in Fig 8. Made to order by a local firm. Cost, 35c.

"Hours of Opening, Suggestions, Rules." A folder, printed on both sides; given to borrowers to inform them about the library. Figs 7 and 7a. Size when folded, 2" x 5". Paper, ledger, 16" x 21", 24 pounds to a ream. Printed by local printer, in lots of 5,000 for $10.00.

Liability slips Slips containing an agreement to be signed by a borrower who has lost his card and wishes to borrow books in the meantime. Fig 21. Mimeographed. Size, 3" x 5". Paper, pink mimeograph laid, 22" x 24", 40 pounds to a ream; cost, $2.70 per ream; cut in the library's bindery at a charge for time.

Library cards A card printed and ruled on both sides and having a space for the reader's name, address and number, and the name of the library; on this card a record is kept of books borrowed and returned. Fig 5. Made by a local printer. Size, 2" x 5". Card, No. 1, tag manilla, 22" x 28", 140 pounds to a ream. Cost for 10,000, $8.50.

Lost card slips A mimeographed form, used in reporting cards lost at branches or stations. Fig 26. Made by the library. Size, 2" x 5". Paper, pink mimeograph laid, see above; cut in bindery.

Non-resident library cards A library card given to a non-resident borrower; green in color, to distinguish it from the usual card.

Fig 17. Made by a local printer. Size, 2" x5". Card, cheap Bristol board, 22" x 28", 140 pounds to a ream. Cost for 1,000, $2.50.

Pink slips Pieces of paper, pink in color, the size of an application blank, 3" x 5", on which are made records to be filed before borrowers' applications. Paper, pink mimeograph laid, see above; cut in bindery.

Registration book A ledger used to record borrowers' names in numerical order by their registration numbers. Contains 350 pages, thirty lines on a page; ruled in three columns, measuring respectively 1 3-8", 3 1-8" and 2". At the top of the several columns is printed "No.", "Name" and "Residence". Fig 18. A series of numbers, 10,000 in all, is stamped on the lines of the first columns; these numbers correspond to numbers assigned to borrowers. Size, 12 1-2" x 7 1-2" x 1 1-4" thick. Binding, full black morocco, decorated simply. Paper, Weston's linen ledger, 17" x 28", 40 pounds to a ream. Cost $12.00, if numbered by printer; $8.00, if numbered by library with Bates numbering machine set to number consecutively.

Registration desk An oak desk 42" x 30" x 39" high. Contains one drawer 9" x 7" x 3 1-2" deep, divided into several compartments, where are kept supplies for the day, and work that is under way.

Registration postals The postal, printed on reverse only, which is sent to a borrower to verify his address; it notifies him that his library card is ready. Fig 11. Cost for printing 1,000, $1.00.

Rubber type Each assistant has a box of rubber dates for her pencil dater. Made by the Library Bureau; No. 26a large size type. Cost, 40c. per box. A separate box of capital letters is also needed to assign to each assistant a special letter for her dater. Cost of box containing 4 sets of letters, 50c.

Stamping pads Two ink pads about 3" x 4 1-2" for stamping purposes. Cost, about 40c.; per dozen, $2.50. Red ink for inking same, $1.30 per 8 oz. bottle.

Teachers' list A printed list of the names of teachers employed in the public schools of the city; extracted from the annual report of the board of education, and bound separately, in cloth, at a cost of about 15c.

Modern American Library Economy As Illustrated by the Newark N. J. Free Public Library

By John Cotton Dana

Part I

The Lending Department

Section 2 Lending and Receiving Books: The Charging System

By Sara C. Van de Carr

Published by
The Elm Tree Press Woodstock Vermont
1909

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v1, pt.1, sec.2

NOTE OF EXPLANATION

Section I of this part of Modern American Library Economy, The Registration Desk, has an introduction in which the purpose of this series is set forth, and the city of Newark and the Newark library building are briefly described. The building is there illustrated by a drawing of its exterior and a plan of its main floor, which contains the adult lending department. The entrance to the lending department and the desks are also described in detail, by means of cuts. It seems unnecessary to repeat these illustrations in this section.

The adult department in the main building has about 60,000 volumes for lending. The greater part of these books are shelved in the lending department and in the adjoining third floor of the book-stack.

By the phrase "See The Registration Desk" the reader is referred to the pamphlet with that title; by the phrase "See under the heading ——". he is referred to other parts of this pamphlet.

In the descriptions which follow of the lending and receiving of books I first give a brief outline of the whole process; and then take up the several steps of the process and describe each of them in detail. Some of the descriptions may seem at first sight unduly full. On examination I believe they will be found not to be so. The Newark Library has often been asked by other libraries to give descriptions such as are here found of difierent phases of its work.

It is not to be supposed that any other library will copy the work here described in all its aspects; but these descriptions have, I hope, been written in such a way that from them any library, large or small, can adopt into its own system any part of the Newark system — any blank or method,—and make no errors therein; or can adapt any of these methods to suit its own conditions.

S. C. V de C.

Newark, N. J.
April 10, 1909

Lending and Receiving Books: The Charging System

The system used to keep account of books lent is known as the Newark charging system. It was evolved about twenty years ago by Mr. Frank P. Hill, former librarian of the Newark library, from systems of the same general character which had been used in libraries for several years.

The System in Outline.

The person who wishes to borrow books, registers, is assigned a number and given a card bearing his name and number and having blank spaces for charging books. An attendant dates this card once for every book or magazine borrowed on a certain date from any department of the main library or from any branch or station. Ordinarily a borrower carries his card when he has books out; he may leave it at the library when not in use.

To each book in the library is assigned a distinguishing number or legend used only for that particular book. This legend is written above a manilla pocket which is pasted to the last fly leaf of the book and which has space for charges. It is written also on a slip that fits into the pocket and has blank spaces for charges. The legends on the slip and above the pocket must always be exactly the same. When a book is at the library its slip is in the pocket, Fig 1.

When a book is lent the borrower's card is stamped with the day's date, Fig 2; the book slip is then taken out of the pocket, dated and the number of the borrower's card written on it; the date and the borrower's number are also recorded on the book-pocket. Fig 1. The book and the borrower's card then pass into the borrower's possession.

The book-slip is held at the library, filed, 1, by date, 2, by book-legend. On the return of the book, if the dates and borrower's numbers on the book-pocket and borrower's card agree, the charge on the borrower's card is canceled by stamping the day's date opposite the charge date, see the 1st charge in Fig 2; this is in the nature of a receipt for the book. From the book-legend and the date on the pocket, the book-slip is found and returned to the pocket, and the book is put back on the shelves.

Books are lent for a specified time. Fines are charged for books kept overtime. As the book-slips are filed by date, it is possible to know what books are due on a given date; this is called a time-record. The filing of the slips numerically or alphabetically, by book, under date, furnishes a book record which makes it possible to ascertain at any time, by looking in the proper place under each date, if a certain book has been borrowed, and when, and, from the borrower's number, by whom. Ordinarily charging-dates are stamped in red ink; novels less than one year old are charged with blue ink to distinguish them, as only one of these may be charged on a card at one time. Black ink is used for charging books at branches; green

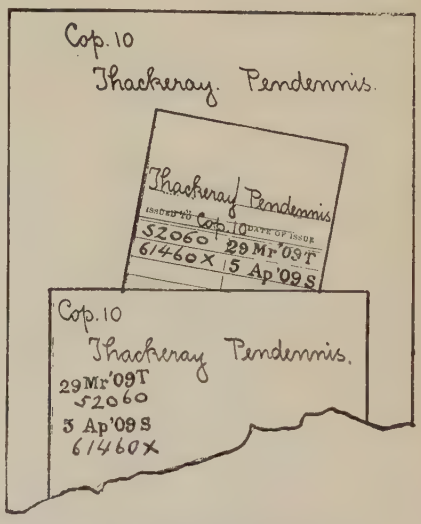
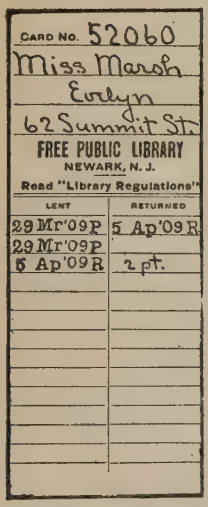


Fig 1 Upper part of last page of book, showing part of book-pocket. Size, 3 1-4 x 4 3-4; manilla. Part of book-slip. Size, 2 x 5; bristol card. Book-legend above; a label strip is used when end papers are too dark to show book-legend clearly. Size, 1 x 3 3-4; manila.

ink at stations; and purple ink in the children's room; so that books not issued through the lending department may easily be recognized at once.

Some Advantages of This System.

Some of the advantages of this charging system are its simplicity and elasticity. In charging, three dates are stamped and two numbers written. One assistant can charge on an average eight books a minute. In discharging a book, one date only is stamped while the borrower waits; the book is then laid aside to have its slip looked up later. As many books as are needed may be borrowed at one time; or the number may be limited. From the borrower's card it is easy to see if he has charged to him any books that are overdue, in which case his card is held until the books are returned and the fines paid.


CARD NO. 52060
Miss Marsh
Evelyn
62 Summit St.
FREE PUBLIC LIBRARY
NEWARK, N. J.
Read "Library Regulations"

LENT	RETURNED
29 Mr'09 P	5 Ap'09 R
29 Mr'09 P	
5 Ap'09 R	2 pt.

Fig 2 Library card. Shows canceled and uncanceled charges.

It is possible to charge books without a borrower's card and this is frequently done. See under heading "Books Charged without Cards". The question of dispensing entirely with borrowers' cards has been carefully considered and was tried at two branches, but without good success. In a large public library serving all classes of people it seems essential to have a system that allows for a receipt to a borrower for a book returned. Such receipt is perhaps most easily given by means of a card carried by the borrower. If the borrower fails to present his card and have it properly canceled when books are returned, he knows that the fault is his and he must take the consequences if the books cannot be found and the library records show them not to have been returned.

The Lending Desk.

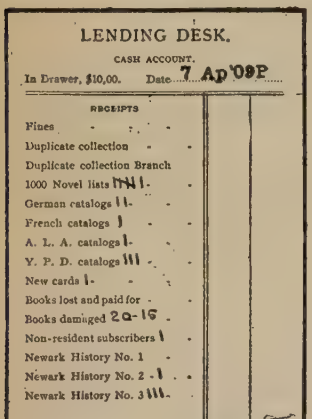
Books are borrowed and returned at the lending desk, which is directly in front of the main entrance to the department, at a distance of 11' 8" from the door. Reg. Desk Fig 2. This desk is 11' 6" x 2' 6" x 3' 2" high; an average of about 1000 volumes a day are lent here, on the busiest days from 2000 to 3000, and approximately the same number returned. An iron rail is screwed to the center of the front of the desk at a height of 2' 10" and, supported by uprights, extends to the door. On either side of this rail are other rails, also supported by uprights and starting from the two sides of the doorway, forming with the center rail two aisles.

Usually people enter or go out by either aisle at will; at busy times they keep to the right. The rails are so arranged that if borrowers are standing at the entrance side of the desk, there is still room for others, who do not wish to stop at the desk, to pass behind them into the room. On the exit side the rail is purposely set so near the desk that every borrower in going out must wait his turn, if he has books to be charged or not, and all must pass in single file immediately in front of the desk. This makes it difficult for anyone to carry out books that have not been charged.

The desk has four drawers which hold supplies enough for a few days, the main stock of supplies being kept in the stock room. At the right of the center of the desk is a small cash drawer. This is divided into three compartments: one for small change, one for receipts which require a separate accounting and one for bills and an extra supply of change. Under the desk, to the left of the center, is a shelf, where at specially busy times it is convenient to place books as they are returned; ordinarily they are placed on the table behind the desk. Just to the right of the center of the desk is a push button for an electric bell that summons a messenger.

On the top of the desk is an open wooden slip-tray where are kept slips of books lent during the day; this tray is divided into 15 compartments and many guide boards bearing the numbers of the main classes into which the books are divided. Both at the front of the desk and at the extreme right end are red and blue ink pads, and a

blue-ink dater, see under the heading "Daters and Ink Pads". At the center of the desk is an account pad, Fig 3, for noting special receipts and disbursements. At right angles to the left end of the desk and separated from it by a narrow passage is a desk, Reg. Desk Fig 3, which corresponds to the registration desk at the other end. This desk is used to display book-lists for sale; though at the busiest times books are charged on it.


LENDING DESK.

CASH ACCOUNT.

In Drawer, $10,00. Date 7 Ap '09P

RECEIPTS

Fines

Duplicate collection

Duplicate collection Branch

1000 Novel lists

German catalogs

French catalogs

A. L. A. catalogs

Y. P. D. catalogs

New cards

Books lost and paid for

Books damaged 20-16

Non-resident subscribers

Newark History No. 1

Newark History No. 2

Newark History No. 3

Expenses

Balance

Fig 3 Petty cash account slip. Size, 3 1-8 x 5 1-4.

Assistants leave less important work to go immediately to the desk when needed so that no one shall be kept waiting; even at the busiest times borrowers never have to wait more than a few moments. Ordinarily assistants at this desk stand at their work; when the work is continuous the assistant at the center of the desk sometimes sits. Books must not be charged at the same time at both the center and the right end of the desk, as this would block the exit. When one or two extra people go to the desk to charge books, they stand well to the right of the exit; the person at the center of the desk stops charging as soon as an assistant at the right begins.

Lending Desks in General.

As is shown by the floor plan and the diagram given in the pamphlet, The Registration Desk, this desk is much smaller than most architects and librarians advise. It is proper, therefore, to say that it is all that is left of the original, about five times as large, which was set up by the architect, partly to make the room properly "balanced", when the building was erected. It has been cut down gradually to its present proportions as trial and observation suggested. Newark experience indicates that nearly all delivery desks are much too large, much too elaborate and much too shut-in.

The Slip-Table.

Behind the lending desk, at a distance from it of 3' and a little to the right of the center of it, is the slip-table, 4' x 2' 4". To the left on this table, is a row of slip-boxes, which hold the slips of books in circulation. Before the slips for each day is a wooden guide, which protrudes above the slips and has at the top the number of the day in large clear figures; at the beginning of a month is a guide bearing the name of the month. Fig 4. The boxes on the table vary in number from 10 to 16. Each box holds about 900 slips. A strip of wood nailed to the table, 7" from the back, keeps the boxes in place and well toward the front, leaving a space at the back wide enough to accommodate a row of books, a jar of paste and a box and bowl for supplies used here. At the right end, the end nearest the desk, is left a space for books that are to be slipped. At this end of the table, 18" below its top, is suspended a shelf attached to the table by a bracket arrangement; here also are kept books to be slipped. At the left of the slip-table is a book-truck on which books are placed when slipped to be wheeled away, sorted and put back on the shelves.

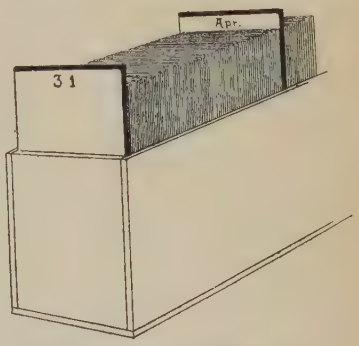


Fig 4 Slip-box. Holds slips of books in circulation. Size, 12 x 2 1-4 x 3 3-4.

After books are discharged at the desk they are placed at once on the slip-table. At particularly busy times it is sometimes more convenient to put the books on the shelf under the desk, and remove them from time to time from this shelf to the slip-table. It happens very rarely that both the slip-table and shelf become so full of unslipped books that it is necessary to carry books to a table in the working-space until such time as they can be slipped. When necessary two assistants can work here; and occasionally a third person sorts books for the two who are slipping; that is, she divides them by date so that each person who slips will get only those books whose slips are to be

found in the boxes immediately before her. Assistants at the slip-table sit at their work.

Assistants.

The heads of the two desk forces are in charge of the lending desk and slip-table and all that pertains to them. These assistants do not work here all the time; they help in the general work of the department; but it is their duty to see that the work here is properly carried on. The head of the morning force makes the desks neat and orderly in every detail; sees that the needed supplies are in place and orders from the stock clerk whatever may be lacking; takes care of the money received the previous day; sees that there is change in the cash drawer for use during the day; and that all the desk work is properly caught up. The head of the evening force is responsible for leaving everything in order at the end of the day; makes up the cash account; and sees that the most necessary work is done.

All members of the staff work here if needed. At the quietest times one assistant can charge and discharge all books; as many as seven are sometimes working at one time at the desk and slip-table.

Borrower's Cards.

Each borrower has only one library card, which contains his name, address and number, and the date of expiration of the card. See the Registration Desk. Books or periodicals from any branch or station as well as from the main library are charged on it. The children's room issues a separate series of cards; but juvenile books may be charged on an adult card, and a child may have an adult book on his card by presenting a permit from the chief of the children's room. Only two books at one time may be lent on a juvenile card. A non-resident who pays for the use of the library is given a special card, green in color, to enable it to be easily distinguished, as only two books, three volumes at the most, may be lent on such a card.

When a book is lent, the library assistant adds to the card the present date; on the return of the book she stamps the day's date opposite the charge date as a receipt for the return of the book, Fig 2. A borrower may carry his card or leave it at the library.

Book-Pocket, Book-legend, and Label.

Each book is provided, in the catalogue department, with a book-pocket, in which the book-slip is kept. This is a piece of plain manilla paper, Fig 1, pasted along the bottom and at the upper corners to the last fly leaf, opposite the back cover of the book. Above this pocket is written the book-legend, Fig 1, that is, the classification and author numbers assigned to the book; or if the book is fiction, the author's surname and the title; and the copy and volume numbers, if any. The pockets are pasted in very carefully according to the following directions: paste along the bottom to a depth of $\frac{1}{4}$"; and beginning at the upper corners for 1" down the sides to a depth of $\frac{1}{8}$"; place the pocket $\frac{3}{8}$" from the bottom of the page. Write the book-legend 2" above the pocket when possible, but never less than $\frac{1}{4}$" from the top of the page. If the paper of the fly leaf is so dark that the book-legend will not show clearly if written on it, the legend is written on a strip of paper, called the label-strip, of the same material as the pocket, and pasted flat in the same place that the book-legend should occupy. When a book is lent, a library assistant adds to the pocket the date of lending and below that the reader's number. When the pocket is filled with charges the book is sent to the repair room to have the old pocket replaced by a fresh one. See under the heading "Work of the Slip-Table".

The legend on the book-pocket also appears as a label on the back of the book, either gilded directly on the book or written on a Dennison label, $1\frac{1}{2}$" from the bottom of the book.

Book-Slip.

The catalogue department places in the pocket of each book a slip ruled and printed on both sides of thin white cardboard called the book-slip, Fig 1. It contains on its face a legend exactly the same as that above the book-pocket; and is ruled and divided into two columns. In lending a book, the loan clerk adds to its book-slip the borrower's number and the date of issue, Fig 1, and holds the slip at the library to be kept on file until the book is returned. The slip is then put back into the book-pocket. The catalogue department marks only one side of a book-slip. When this side becomes filled with charges the slip legends must be copied on the reverse of the slip; when the reverse

becomes filled a new slip, an exact duplicate of the old one, is made out. See under the heading "Filled Book-Slips".

Daters and Ink Pads.

Each assistant in the department has a pencil dater, Reg. Desk Fig 9, and a box of rubber type for setting up the day's date. She has also a distinguishing letter to put after the day's date; this makes it possible to know who charged or discharged a certain book.

Change the type in your dater every morning, testing it to make sure the date is correct. The order of the legend stamped should be day, month, year, letter, Fig 1 and 2. Never use type that is so worn as to stamp indistinctly. If only one piece of type is worn, replace it from the boxes of odd type at the desk. If the wear is general get a new box of type. Never use any dater except your own.

At the lending desk are two blue-ink daters for charging seven-day books, see under the heading "Seven-Day Books". The pencils in these daters are always yellow so that they may be easily distinguished. It is not worth while for each assistant to have a blue-ink dater as the number of seven-day books is small. The head of the desk force changes the type in these daters each day.

Self-inking stamping pads are used to ink the rubber type in the daters. Those that are in constant use need to be re-inked about every other day. To do this a messenger takes them to the repair room, pours on them a little of the special ink used for this purpose and spreads it carefully over the pad. If much ink is used the date will be blurred. There are ink pads at every desk. Always stamp your dater on the ink pad before dating.

Getting Books; Call Slips.

A borrower may go directly to the shelves and make his own selection of books. If desired a library assistant will help him. If he does not care to go to the shelves his books are sent for while he waits. With the help of printed lists or the card catalog, which is in cases of drawers behind the lending desk, borrowers may make lists of the names or library numbers of the books they wish. Library numbers of books are generally known as call-numbers; a list of them a call-slip, Fig 5. Wooden call-slip boxes, containing blank slips of paper of the standard 2 x 5 size, are kept on the top of the catalog cases; and pencils are

hung here for the convenience of borrowers who wish to make lists of books. Printed lists are often checked and used as call-slips.

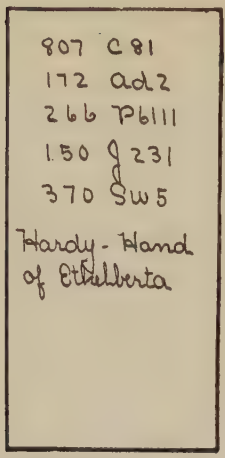


Fig 5. Call-slip. Filled out by borrower with the numbers of the books he wishes. Size, 2 x 5. Waste paper.

When a borrower presents a call-slip, look it over to make sure the names or numbers of the books are correct; verify them by the catalog if necessary. Send a messenger or go yourself to get the books. In looking up books, look always in the general collection in the lending room and third floor of the stack and, if the book is not found there, among the seldom used books on the fourth floor of the stack unless you are sure it will not be found there. Cross off on the list each book found and return the list with the books. If a messenger brings the books, see that they are right before giving them to the borrower.

Examination of Borrower's Card.

Having the books he wishes, the borrower presents them at the desk together with his library card. Glance at the date of expiration of the card. If the card has expired, send the borrower to the registration desk to sign a new application. See the Registration Desk.

Note also if there are any uncanceled main library charges more than a month old on the borrower's card. These must be canceled before any more books may be borrowed. If any charge is more than three weeks overdue look in the application file, see The Registration Desk, to see if there is a messenger fine-slip before the borrower's name. See under the heading "Notices for Overdue Books; Delinquent Borrowers". If there is none, cancel the charge, as the book must have been returned. If there is a messenger fine-slip, hold the card until the book shall have been returned and the fine paid. If the uncanceled date is less than three weeks overdue, look through all the slips in the slip-boxes, under the date corresponding to the overdue charge, to see if there is still a book charged to the borrower's number;—if there is none, cancel the charge; otherwise hold the

borrower's card. If the charge is in purple ink, send the card to the children's room to be canceled. If there is an overdue charge in black or green ink, hold the borrower's card, clip to it a mimeographed note reading, "Cancel overdue charges and return to Main Library"; date this note, and send it with the card to the branch and station department. The borrower may receive his card, if clear, on the following day. If he is particularly anxious to have a book at once, and in your judgment it seems wise, charge the book on his card; the card however must be held to be properly discharged.

Process of Charging and Discharging Books.

(a) *Charge.* Open the back cover of the book, and remove the book-slip from the pocket. With your pencil dater stamp the day's date in red ink: 1, on the borrower's card, in the first empty space in the left column; 2, on the book-pocket as near the left and top as possible; and 3, on the book-slip in the first empty space in the second column. Write the borrower's number, copied from his card: 1, on the book-pocket directly under the date; and 2, on the book-slip opposite the date. Fig 1. Put the borrower's card in the book-pocket and give the book to him. Drop the book-slip into the proper compartment of the slip-tray on the desk.

(b) *Discharge.* Receive the book and his card from the reader. Open the back cover of the book. Compare the number and date on the book-pocket with the number and uncanceled dates on the card. If the number and one of these dates correspond with the charge on the pocket, stamp with your dater directly opposite the date on the borrower's card, 1st charge in Fig 2. Return his card to the borrower. Place the book on the slip-table to be discharged later.

If the borrower wishes to leave his card at the library, put it in the top drawer at the left of the desk, to be filed by the registration clerk.

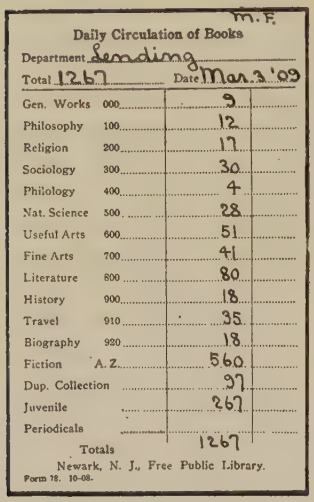
If a borrower returns a book, without presenting his card, remind him that he should bring his card with him in order to have it properly discharged.

If the borrower's card is filled with charges, ask him to get a new one at the registration desk. See Registration Desk.

Circulation: Arrangement, Statistics.

During the day slips for books lent accumulate in the slip-tray on the

lending desk. This tray is for convenience divided into 15 compartments having guide boards noting the main divisions of the classification, so that through the day the slips are kept roughly classified.



M. F.

Daily Circulation of Books

Department Lending

Total 1267 Date Mar. 3 '09

Gen. Works	000	9
Philosophy	100	12
Religion	200	17
Sociology	300	30
Philology	400	4
Nat. Science	500	28
Useful Arts	600	51
Fine Arts	700	41
Literature	800	80
History	900	18
Travel	910	35
Biography	920	18
Fiction	A. Z.	560
Dup. Collection		37
Juvenile		267
Periodicals		
Totals		1267

Newark, N. J., Free Public Library.

Form 78. 10-08.

Fig 6 Daily circulation slip. Printed. Size, 3 x 5.

At the end of the day take the slips from the tray. Lay them out on a table, dividing them into the main classes indicated on the daily circulation slip, Fig 6.

Arrange the slips in each class in order, beginning at the front and running back. The arrangement for fiction is: 1, alphabetically by author; 2, under author, alphabetically by title; 3, under title, numerically by copy number; 4, under copy, by volume; e. g.

Black Princess of Thule
Blackmore Lorna Doone
Blackmore Lorna Doone cop 3 v 2
Blackmore Lorna Doone cop 4 v 1

In alphabetizing, follow Cutter rules, arranging names beginning with Mc and M' as if spelled Mac; and abbreviations such as Dr., Mrs. as if written in full, Doctor, Mistress, etc.

Arrange non-fiction: 1, in order by call number; 2, under call number numerically by copy number; 3, under copy by volume.

Having the slips arranged by classes, count each class and enter the number of volumes in pencil on the daily circulation slip. Count 833's, 843's and 853's, which are German, French and Italian fiction, with fiction not with 800's; but arrange them by number with the 800's. Next arrange the slips in a slip-box in the following order: 1, fiction; 2, numbered slips, in the order of the numbers; 3, slips marked B for biography.

The following morning thoroughly revise the arrangement, slip by

slip, put in front of the slips a guide bearing the number of the day of the month and place the slip-box at the right of all other boxes on the slip-table. This is done by the assistant at the lending desk.

Books classified in the 500's and 600's except a few that are included in the business collection, are shelved in the technical department and charged there. The slips of the books charged are sent to the lending department on the following day. Each morning, count these slips and add the count to the daily circulation slip made out the evening before; then put the slips in proper order with the others on the slip-table; on Monday, include the Sunday circulation of 500's and 600's with Saturday's. Enter also on the circulation slip the count on the memorandum of the juvenile circulation received daily from the children's room. Next add and enter the total circulation from the three departments. Enter the date covered by the statistics, and, in the upper right corner of the circulation slip, your initials, Fig 6. From the circulation slip, copy into the proper place on the statistics sheets, Fig 7, in the statistics book which is made up of such sheets tied together between boards, the circulation in each class and the total; on Monday, enter the Sunday circulation of 500's and 600's also on a separate sheet in the statistics book. Put the circulation slip in the pocket on the inside back cover of the statistics book; place here also the memorandum of circulation received from the children's room.

300

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.
1	—	15	46					
2	59	39	25					
3	—	30	30					
4	27	17						
5	9	41						
6	41	77						
7								

Fig 7. Part of statistics sheet; ruled and printed both sides. Size, 7 1-2 x 9 1-4.

Every Saturday morning, send the statistics book to the office of the assistant librarian, where weekly statistics of the circulation from the main library and from branches are compiled for the Sunday paper. On the first of every month enter the totals and send the statistics book

to the office of the assistant librarian. Here the totals for the month are verified and entered in the permanent book of statistics. From the daily circulation slips and memorandums in the pocket at the back of the statistics book, any entry can be verified. After all the statistics for the month have been compiled, daily slips and memorandums are destroyed and the statistics book is returned to the lending department.

Work of the Slip-table.

(a) *Process of slipping.* To slip a book, open the back cover; from the date on the book-pocket find the corresponding date in the slip-boxes; and from the book-legend above, the book-slip, taking great care to find the slip having the same copy and volume numbers. Remove the slip from the file and place it in the book-pocket. Examine the book carefully to see that it is in proper condition to circulate again. Remove any papers or other matter that may have been left in the book; if such matter is of any value send it to the lost articles drawer at the chief's desk; otherwise throw it away. Stand the book on the book truck which stands always at the left of the table; place the books on the truck so that borrowers passing may readily examine them if they wish.

(b) *Soiled or damaged books.* Be very careful not to send to the shelves any book that has a soiled or torn label, is otherwise unsightly or needs mending or binding. Lay all such books on the lowest shelf of the truck, to be sent to the repair room. If the damage is slight, as for instance a loosened pocket, repair it yourself; do not use more paste than is absolutely necessary. The work at the slip-table is so pressing that it is not wise to spend much time here on the repairing of books. If a book has been damaged more than usual wear and tear would warrant, and has no "Damaged noted" slip, send it to the "Damaged Books" shelf in the working space. See under the heading "Damaged Books" in Administration and General Work.

(c) *Filled book-pockets and slips.* If in slipping a book you note that the slip is filled with charges, stand it at the back of the table, and later take it to the working-space, where a new slip will be made out. See under the heading "Filled Book-Slips". Send any book whose

pocket is filled with charges to the repair room where all new pockets are put in.

(d) *Seven-day books.* In slipping seven-day books, note the date of expiration of the year limit on the book-pocket. See under the heading "Seven-day Books". If this date has expired, write in pencil at the top of the book-slip "Cat. room", and place the book with the slip protruding at the back of the table to be sent later to the catalogue room.

(e) *Special collections.* Watch here for books that belong in special collections and label these as follows so that they will be returned to their proper places: 1. See that each new book that is to go to the new book-case has a clean, small white Dennison label at the top of the back. 2. Into the pocket of each book marked "business" above the book-legend put a blank brown book-slip, leaving it protruding above the top of the book. 3. In the same manner place in the pocket of every book marked "Y", for the young people's collection, a blank orange book-slip. 4. See that there is a gilt star at the top of the back of every book labeled "Italian".

(f) *Reserved books.* After slipping a book that has a reserve-slip attached, put the book at the back of the table to be sent to the reserve shelves later. See under the heading "Reserving Books".

(g) *Puzzles.* If you cannot find the slip for a book in its place, look among the slips in the date last noted on the book-pocket, and in the dates just before and after the date in which the slip should be found. Failing to find it write "puzzle" and the present date in pencil after the last charge on the book-pocket, and place the book at the back of the slip-rack to be sent later to the "puzzle shelf" in the working-space. See under the heading "Puzzles".

(h) *Emergency Slips.* In slipping a book with a red emergency slip, look always in the file of blue duplicate slips which are kept in the slip-box at the extreme left of the table to see if the original white book-slip has turned up. If it has, destroy the red and blue slips and return its original slip to the pocket. See under the heading "Puzzles".

(i) *Branch, etc. books.* Place at the back of the table, to be distributed later, any books belonging to a branch or station, or to the

school or children's department; or any book whose last charge was made in black ink, showing it to have been lent through a branch.

(j) *General order, neatness.* As soon as the row of books at the back of the table is filled, sort the books, sending each to its proper place. Keep the table and truck orderly in every detail.

(k) *Charge of the slip-boxes.* One assistant has special charge of the slip-boxes. In one are kept slips labeled "messenger", "special search", "hopeless", "librarian, trustees, &c.", see under the heading "Notices for Overdue Books, etc."; also those labeled "contagious disease" and "reported lost", see Administration and General Work of the Lending Department. It is the duty of the assistant to see that all these book-slips receive proper attention and are not left standing longer than is absolutely necessary; and that the general work of the slip-table is kept properly caught up.

Returning Books to the Shelves.

When the book-truck at the slip-table becomes filled with books, first send all the books on the lowest shelf to the repair room. Then put in their respective book-cases all books belonging to special collections. Next wheel the truck to the table with terraced shelves, where the books are sorted before they are returned to the shelves. Place an empty truck at the slip-table. Place the books on the terraced table in orderly rows and in an upright position. Put the books that you will first put up, on the lowest shelf of the table, and on their front edges so that the labels on the backs can be easily read. Arrange the books in order; fiction, alphabetically by authors and titles; non-fiction, by the call-numbers which are noted on the backs of the books. Next place the books, still on their front edges, on an empty truck, wheel them to the proper shelves, and taking an armful at a time, put each book in its exact place on the shelves reading from left to right and from top to bottom.

Do not arrange in order books in the classes 500 and 600; carry them to the technical department and put them on the special shelf designated for books just returned; the messengers there will sort and put them in place.

Put up the books as quickly as possible in order not to deprive borrowers of their use any longer than is absolutely necessary.

Messengers ordinarily put up all books.

Time Limit for Books Borrowed.

Books are lent for one month, this period being reckoned from the date the book is borrowed to the correspondieg date in the following month. When there is no corresponding date in the following month, books are due on the last day of the month: e. g. books lent January 30th and 31st are due February 28th; those lent February 28th are due March 28th. At the end of the month books must be returned to the library, to be charged again if needed longer. Formerly the time limit was two weeks. Its extension to one month was a most popular move and has greatly increased the usefulness of the library, although it undoubtedly tends to make books circulate more slowly, and thus reduces the reported total of books lent. At the end of a month it is essential that a book be returned before it is lent again. See under the heading "Renewals". Novels less than one year old may be kept for seven days only and may not be renewed.

A person wishing books for longer than one month for the use of a group of people may have them charged through the branch and station department, as a club library; or through the school department, as a school-room library. Occasionally and only by permission of the chief of the department, the time limit on books borrowed on a card is extended as a matter of courtesy, never as a rule. To do this write in pencil after the charge on the book-pocket and slip the date when the book is to be returned, 4th charge in Fig 1; file the slip back in place; on the return of the book charge no fine until after the date noted. If the time is extended by mail, find the book-slip and note on it the date the book must be returned. Write the borrower that the time has been extended and ask him to explain, on the return of the book, that this was done by mail; otherwise a fine would be charged. When a book is returned with such an explanation, slip it at once to verify the borrower's contention. If the extension of time is not noted on the slip, charge the usual fine.

Seven-Day Books.

Novels less than one year old are lent for seven days only. At the

top of the back cover of each has been pasted, in the catalogue department, a fawn label to this effect, Fig 8. The date of expiration of the year limit has been written at the top of the book-pocket. When this date expires send the book to the catalogue room. See under the heading "Work of the Slip-table". There the date is crossed off and the seven-day label is removed. After that the book circulates as a month book. As a borrower may have only one seven-day novel at a time, make the charge for the book in blue ink, with one of the special blue-ink daters at the desk. Do not charge a seven-day novel on a card which already has an uncanceled blue charge. Never charge a seven-day novel without the borrower's card. It is immaterial whether the discharge for a seven-day book is made in red or blue ink.

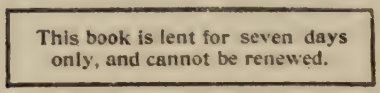


Fig 8. Printed seven-day book label. Size, 3-4 x 3 3-4. Fawn.

Opera scores are also lent for seven days only and have on the back covers seven-day labels; charge these in red ink, as the number that may be borrowed is not limited.

Make no distinction between the slips for seven-day books and month books; keep them in one file under date in the slip-boxes. Send the first fine notice for a seven-day book when the book has been out one week more than a month. See under the heading "Notice for Overdue Books; Delinquent Borrowers". The book is labeled conspicuously and the borrower is held responsible for its return at the end of seven days.

Fines on Overdue Books.

If when a book is returned to the library the date on the pocket shows that it has been kept longer than the allotted time, collect from the borrower two cents for each day the book is overdue including Sundays and holidays. A book falling due on Sunday or on a holiday is returnable, without fine, on the following day. Put the money received for fines into the cash drawer. If the fine is disputed, do not discuss the matter at the desk, but refer it at once to the highest authority in the department.

If a fine is not paid, hold the borrower's card; fill out a pink fine-slip,

Fig 9, stamp it with your dater and file it at once together with the borrower's card, before his application. Do not lend a book on the card until the fine is paid; when it is paid, destroy the fine-slip.

If a book is more than three weeks overdue, fine more than 42 cents, refer the case to one of the assistants in charge of delinquent books. She will collect the fine, and 20 cents additional in case a messenger has been sent for the book; and 15 cents more if a registered letter has been sent. See under the heading "Notices for Overdue books; Delinquent Borrowers". If the case seems to warrant it, a large fine may at the discretion of the librarian be reduced to $1.00 on each book; the request to have a fine reduced must be put in writing to the librarian. This is rarely done. Charges of less than 25 cents against a borrower are destroyed, together with the borrower's application three years after the application has expired; all other charges are canceled after seven years unless accompanied by a note "Issue no books without the consent of the librarian", in which case they stand indefinitely. See The Registration Desk.

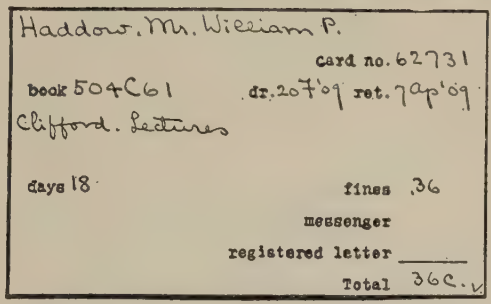

Haddow. Mr. William P.
card no. 62731
book 504C61 dr. 20 7'09 ret. 7 9p'09
Clifford. Lectures
days 18
fines .36
messenger
registered letter
Total 36c.

Fig 9. Mimeographed fine-slip filed in front of borrower's application when fine is unpaid. Size, 3 x 5. Pink.

A fine-slip for every branch fine exceeding 50 cents is sent to the main library to be filed before the borrower's application; it bears the legend "Notify Br.— if paid". When the fine is paid, note it on the fine-slip and return this slip to the branch.

Renewal of Books.

When a borrower has had a book for one month he may have it renewed, that is, charged again for another month, unless some other borrower has asked to have the book reserved for him, or unless the book has been out on the same card for three consecutive months. To

be renewed, a book must be returned to the library; it may not be renewed by mail, by telephone or by presenting merely the card on which the book was charged. This rule was made at the same time that the time limit on all but seven-day books was extended from two weeks to one month. At the end of a month a book should be

The Free Public Library of Newark New Jersey
John Cotton Dana, Librarian

April 10, 1909

Mr. Frank Jones,
Dear Sir:

We have your letter of April 9th asking us to renew the books borrowed by you on March 11th. As you will see by the enclosed copy of our rules, it is necessary to return the books to the library in order to have them renewed.

Yours truly,
J. C. Dana, Librarian
Per M. M.

Fig 10. Mimeographed letter sent in answer to a request for the renewal of a book. Size, 5 1-2 x 8 1-2.

inspected for repairs; also, in a public library serving all classes of people yet having of necessity one rule for all, it does not seem wise to allow a book to be out of the building for more than one month at a time. Books may be sent to the main library for renewal through deposit stations or branches.

To renew a book, discharge and slip it in the usual way and charge it again.

If a borrower asks by mail to have a book renewed, fill out and send him a letter form, Fig 10, and enclose a marked copy of the library's "Hours of Opening, Suggestions, Rules", Figs 7—7a Reg. Desk.

Books Charged Without Cards.

It sometimes happens that a person wishes to borrow books but has

not his library card with him. In this case refer him to the registration desk. Here he is given a liability slip, Fig 21, Reg. Desk, to sign. On signing this he is given a charging-slip bearing his number and the date, Fig 22, Reg. Desk; this slip he presents with his books at the lending desk. Charge each book in the usual way and after the date on book-pocket and slip make a cross in pencil, see the second charge in Fig 1. Destroy the charging-slip. When the book is returned, the receiving clerk knows from the cross after the charge on the book-pocket that there is no card to be discharged. If the book becomes overdue and the borrower brings in his card to show that he has not the book, the cross after the charge on the book-slip proves that the book has not been charged on his card and he is held responsible.

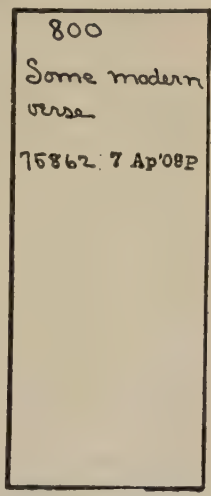


Fig 11. Temporary book-slip for charging pamphlets, etc. Size, 2x5. Manila.

If in looking up his application, the registration clerk finds that a borrower has already signed a liability slip, she dates this slip with her dater, instead of filing a separate slip, as was done formerly. A borrower may use his number, as thus described, as often as he chooses; formerly after he had used it three times he had to wait three months before he could again have a book without his card.

In sending an overdue notice for a book charged without a card make a cross after the borrower's number on the postal, letter or messenger-card. See under the heading "Notices for Overdue Books; Delinquent Borrowers".

Occasionally an individual or an institution or a firm not having a library card will send for a book. Refer the request to the chief of the lending department or, in her absence, to the head of the desk force. With her permission, charge the book; write the full name and address on the book-slip and make a cross in pencil after the date on book-pocket and slip.

The following plan for relieving those borrowers who are willing to

be financially responsible for books borrowed on their card numbers of the inconvenience of carrying cards is being tested:

Having once signed a liability slip, a borrower may have books on his card number as often as he wishes. In charging the book without a card, write the reader's number very clearly on the book-pocket. When a book so charged is returned, always ask the borrower if it is his own number and if he wishes to use it again. If he does, copy the number at once from the pocket onto a standard-size slip and give it to him to present at the desk with his books.

Special Charges.

(a) *Music.* When there are several parts in one musical composition, a borrower must take every part; an elastic band holds the parts together; and the number of parts is written on the pocket and slip of the first part. Make only one charge on the borrower's card for all the parts; and write after the charge the number of parts. Ask the borrower to return all the parts together. If he does not do this, do not discharge his card until all parts are returned; slip and send to the "reserve shelf" the parts returned and label them "Hold for other parts". When the missing parts are returned, discharge the borrower's card, put all the parts together, and return them to the shelves.

(b) *Books charged to the technical department after 9 p. m.* The technical department remains open one hour later than the lending department. If a borrower wishes to take a reference or other book to the technical department for use after nine o'clock, date the book-pocket and slip and write on the slip "Tech. dept." and the name and address of the borrower. Send the book by messenger to the technical department; the attendant there will deliver it to the borrower, and see that it is returned to the lending department the first thing in the morning. If the book is not returned, communicate at once with the borrower; charge no fine until the book has been out more than one month.

(c) *Pamphlets.* To charge a pamphlet or leaflet which is not provided with a pocket and slip, make a temporary charging-slip; write at the top of a manila slip, in pencil, the number of the general class

to which the pamphlet belongs, the author, if any, and the catch title, Fig 11; also on the front or title page of the pamphlet, write the class number, and make a light pencil mark under the author and first word of the title selected. Charge the pamphlet in the usual way, but stamp the date and write the borrower's number near the outer edge of the inside back cover of the pamphlet instead of on a pocket. In arranging the circulation, place such slips before all other slips of the class noted, and in alphabetical order by authors or titles. Destroy the slip when the pamphlet is returned.

(d) *Unbound magazines.* All unbound magazines, except current numbers, may be borrowed. The slips for these are made out and kept in the technical department, and the magazines are charged there. Occasionally a magazine is brought to the lending desk to be charged. To avoid sending the borrower from one department to another, make a memorandum of the name of the magazine, and its date; stamp this with your dater and add the borrower's number; date the borrower's card and write a small "p", for periodical, after the date; date the upper right corner of the inside back cover of the magazine; if the borrower asks to have the magazine for longer than one week, write after the charge on memorandum and magazine the length of time, never to exceed one month, agreed on; send the memorandum immediately to the technical department to be transferred to a regular magazine charging-slip. When a borrower returns a magazine to the lending department desk, discharge the borrower's card, taking care to cancel only a date having a "p" after it; and send the magazine at once to the technical department.

(e) *Reference books.* Some books are reserved for reference use in the library only. A reference book is distinguished by an "R" written after the book-number on the back of the book and on the book-pocket and slip. Never lend a book so marked save by permission of the chief of the department or, in her absence, of an assistant in charge of reference work. Having been given authority to lend the book, charge it in the usual way, but send the book-slip to the reference desk. After the assistant there has made a note of the book's number and the charge, she will return the slip to the lending desk. A reference book is sometimes lent for over-night, or for less than one

month. When this is the case note in pencil on the book-slip and book-pocket the time when the book is to be returned.

(f) *Temporary reference books.* If a book that ordinarily circulates is needed temporarily for reference use in the lending or any other department of the library, send it to the branch and station department with a note to that effect. That department will date the pocket and slip, will stamp "Reference" under each date and below that write the name of the department in which the book is to be held. When no longer needed for reference use, a book so marked must be sent through the head of the lending department to the branch and station department to be slipped.

The Free Public Library, Newark, N. J.
J. C. Dana, Librarian

Books: March 10 '09

Thoughts about Art (704 H17)

Orthodoxy (8-4C4212)

returned by you received this day.

J. C. Dana, Librarian · V.R.

Fig 12 Mimeographed postal sent to acknowledge receipt of a book.

(g) *Books to non-residents who pay for their cards.* Never charge more than two books, or three volumes, in case two or three of them belong to one work, on a green non-resident card. Charge the books in the usual way. If there are already two charges on the card, do not make a third, unless it can be proved that one of the books charged has been returned or that the charges are for two volumes of one work.

Books Sent by Mail or Express.

If a borrower returns a book by mail or express, fill out and send him a postal, Fig 12, acknowledging the receipt of the book.

If a borrower asks that a book be sent him at an out-of-town address, send it always by express collect; never by mail, unless the borrower prepays it. Send the book, charged, to the head janitor with a note giving the name and address to which it is to be sent, and telling whether it is to be prepaid or collect. The janitor wraps the book and sends it at the earliest opportunity.

Messenger Delivery of Books.

Books up to the number of five, may be delivered at a borrower's address for ten cents. Do not promise the delivery at any special time; if the request is received before 5 p. m. the delivery will be made on the same day; if after that time, before noon on the following day.

Charge the books in the usual way. If there are several, tie them together. Put on top a slip bearing the borrower's name and address, the date, and the legend "Messenger collect" or "Messenger paid", as the case may be. Send the books to the messenger who guarantees to do this work in his own time. He will deliver them and keep the ten cents he collects. If the fee has been prepaid, he is given ten cents from the cash drawer; no account is kept of this. The messenger checks with his initials the slip having the borrower's name, etc., and returns it to the chief of the department who keeps it for statistics at the end of the year.

Interchange of Books between the Different Agencies of the Library.

(a) *Material borrowed through another agency returned to main library.* Material borrowed through any one agency of the library may be returned through any other. A book belonging to a branch, station, club or school library, or to the young people's department, is distinguished by the book-pocket which bears the name of the collection to which the book belongs, or is of a different color from the pockets of books in the lending department. If a date on the book-pocket shows that the book was borrowed on a library card, discharge the card in the usual way. Collect any charges that may be due; date a mimeographed slip noting "paid", and put it into the book-pocket; if the charge is not paid, put a mimeographed "Not paid", slip dated into the pocket. Lay the book on the slip-table to be sent from there to its proper department. If the pocket shows that the book was charged to a club or school library not on a reader's card, collect no fine.

If pictures, geological specimens or other material not belonging to the lending department is returned to the lending desk, make a memorandum of the borrower's name and address, stamp this with

your dater, and send it with the material to the proper department.

(b) *Books borrowed from main library returned through other agencies.* Books borrowed from the main library and returned to branches or stations are received by the branch and station department on stated days. This department sends to the head of a desk force all the books that are over-due and have "Not paid" slips; or any other books requiring special attention, as for instance messenger books or damaged books. This assistant gives each book proper attention. At 4 p. m. each day the branch and station department puts on the station book-lift all other books that are to be slipped; the lending department messenger to whom is assigned this duty removes the books from the lift and takes them at once to the slip-table.

(c) *Main library books lent through branches.* If a branch wants a main library book for temporary use only, it sends a request for the book to the branch and station department. This department gets the book; holds the book-slip; puts into the book-pocket a temporary blue slip; and sends the book to the branch. The branch charges the book in black ink in the usual way; on its return, slips it with the temporary slip and returns it to the branch and station department where the temporary slip is destroyed, the original white slip is returned to the book, and the book is sent back to the main library collection. If the book so lent is returned to the main library lending desk, the attendant knows that the book was borrowed through a branch because the last charge on the book pocket is in black ink; she therefore sends it to the branch and station department to be slipped; that department sends to the branch a note that the book has been returned.

(d) *Main library books delivered through stations.* Each Friday the station department sends to the lending department all requests for main library books that are to be delivered through stations. Find the books and send them promptly to the branch and station department. There they will be charged in the usual way, in red ink, and the slips will be sent to be put with others in the lending department circulation. No separate record is kept of books issued in this way; they are simply counted in the general lending department circulation; the number averages 50 per week.

Main library books are never sent to stations to be charged there.

Filled Book-slips.

After you have made the last possible charge on a book-slip, put it into the middle compartment of the cash drawer instead of in the slip-tray on the desk. At the end of the day, take the slips from this compartment. If only one side of the slip is filled, copy its legend in every detail on the reverse and cross off the filled side, taking care to draw your pencil through the book number, or author and title. If both sides of the slip are filled, copy the legend onto a new slip; copy also the last charge for the book; cross off the old slip, and clip it to the new one. If the old slip has at the top a special label, e. g., "Music Collection", Fig 4, use one so marked, for the new slip. When you have copied all the slips give them to another member of the staff to be revised. This revision is essential. The person who revises the slips compares the two in every detail, reports any errors to be corrected and destroys the slips that are filled on both sides.

Occasionally a clerk at the slip-table notes a filled slip that has passed the lending desk; she then sends book and slip to a table in the working-space. Each day a small pile of such books accumulates. In marking slips for these, do not copy the last charge. Leave the books in a separate pile, to be revised.

Puzzles.

When a book comes to the slip rack and the book slip cannot be found, "puzzle" and the present date is noted in pencil after the last charge on the pocket, and the book is sent to the puzzle shelf in the working-space. See under the heading "Work of the Slip-table". When the date in pencil on the book pocket is one week old, 1, make two slips for the book, a red emergency slip and a blue duplicate slip; and add the present date, in the upper right corner of each, Fig 13; 2, show these slips to the head of your desk force for revision; 3, file the blue slip in order with others in the first box on the slip-table, back of a sign "Duplicate slips"; 4, put the red slip, which is called an emergency slip, into the book-pocket and let the book circulate on it.

Do not treat as if lost or overdue any book whose slip is on file at the library until you have compared the slip with the file of duplicate blue slips to make sure the book is not circulating on an emergency

slip. If you find that a duplicate slip has been made, clip the original book-slip to the blue slip and leave both in the "Duplicate slips" file.

When a book comes to the slip-table and is slipped with a red emergency slip, the procedure will be be as follows: 1, Look in the "Duplicate slips" file to see if the white slip is there. 2, If the original white slip is there, show the three slips, red, blue and white, to another assistant, for revision. Destroy the red and blue slips. Circulate the book on its original white slip. 3, If the original white slip is not in the "Duplicate slips" file, let the book circulate again on the emergency slip.

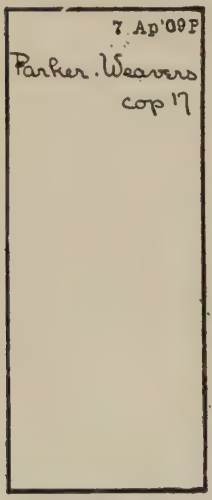


Fig 13. Emergency book-slip. Used only until regular book-slip is found. Size, 2x5, Red.

If, six months after the date when the duplicate red slip was made, the original white slip is still missing, compare the slip with the shelf-list in the catalogue department to make sure the book has not, through an error, been marked "lost". If it has been marked lost, report it to the catalogue room and get from them the original slip; clip this to the blue slip. If the book is still O. K. on the shelf list, make a duplicate white slip, writing "dup." in the upper right corner; destroy the red slip; write "dup. white slip made" on the blue slip. At the end of two years destroy the blue slip after you have again compared it with the shelf list to make sure the book has not been recorded lost.

If a book's pocket is lost and there is nothing to indicate when it was borrowed or from where, search through all the slip-boxes for the book-slip; then send the book to the branch and station department to make sure it was not issued through a branch or station, before making a duplicate slip.

A book may circulate on a red emergency slip only from the department in which the duplicate slip was made. Before the book is discarded or transferred to any other department, make a duplicate white slip as previously described.

Notices for Overdue Books; Delinquent Borrowers.

The first fine-notice for a book is sent when it has been out seven days more than a month; the second, at the end of 14 days; at the end of three weeks a messenger is sent for the book; then a messenger letter; after that the messenger may be sent again, registered and special letters may be sent, or the case put in the hands of the police for collection. One person on each division of the staff has charge of overdue work; she usually devotes the morning to it, subject of course to interruption for desk work etc. The work must be finished by 12 m.; if necessary a messenger helps from 11 to 12.

(a) *Postal, letter and messenger dates.* Each morning consult the statistics sheet for overdue notices, Fig 14, kept in the statistics book at the desk of the chief of the department, to learn what were the last dates sent for. As each date—postal, letter and messenger—is noted, ascertain from a calendar which is clipped to the sheet and shows three months at a time, whether notices should be sent for the next dates. If the date that would be 7 or 14 or 21 days overdue was Sunday or a holiday there will be no notices to send: e. g. on Wednesday, March 3rd, there were no overdue notices to be sent, because Jan. 24th, 17th and 10th, the dates which would have called for postal, letter and messenger notices, were Sundays. On the other hand, two or three or even four sets of notices have sometimes to be sent on one day: e. g. on Monday, March 8th, postal notices were sent for books issued on January 28th 29th, 30th and February 1st, letters for January 21st and 22nd, and a messenger for January 14th and 15th. Having consulted the statistics sheet and calendar make a memorandum, Fig 15, of the dates for which you will send.

(b) *Slips taken from slip-boxes.* From the slip-boxes take the slips for the dates noted on your memorandum. Before each date will be a guide-board reading respectively "Postals", "Letters" and "Messengers", and on each the legend "Send for books in this date then shift this board to next date following."

(c) *Search for books.* Compare each slip with the file, at the slip-table, of slips for which duplicates have been made, to make sure you do not send for a book that has been returned and is circulating on an emergency slip. See under the heading "Puzzles." After that,

search for the overdue books on 1, the puzzle shelf and 2, the regular shelves.

(d) *Shelf-list.* On a postal fine-notice, it is sufficient to include the title of a book of fiction and merely the call-number of a book of non-fiction; but on letter notices, the titles of all books should appear; and on messenger-notices, the authors and titles of all books must be noted. Therefore next take the non-fiction slips that have reached the letter date to the catalogue department and from the shelf-list find the author and title of each and note these in pencil on the slip, after the last charge.

(e) *Fine-postals.* Glance over the slips that have reached postal date and put together the slips of books charged to the same borrower's number. Make out a postal for each slip, or group of slips charged to one borrower, Fig 16. Then count the slips and enter the number on your daily memorandum, Fig 15. Arrange the slips in their regular order and replace them in their proper place in the slip-boxes. Put the "Postals" guide-board in front of the following date.

(f) *Fine-letters.* Put together any slips that have reached the letter date and that are charged to the same borrower's number. Fill out a letter form, Fig 17, for each slip or group of slips, noting the title of each book of fiction overdue, and the title and call-number of each book of non-fiction. Count the slips and enter the number on your memorandum. Return the slips to the slip-boxes, leaving the "Letters" guide standing before the following date.

(g) *Addressing postals and letters.* Next arrange the postals and letters in order by the borrowers' numbers. From the registration books, which act as keys to borrowers' numbers, see The Registration Desk, find each number and from it address the proper notice. A messenger may do this addressing.

(h) *Messenger-cards.* For each slip, or group of slips charged to one borrower, that have reached the messenger date, make out a yellow messenger-card, Figs 18, 19 and 19a. On this messenger-card note for each book: the call-number, if any; the author, title, copy and volume numbers; the date when drawn; the name, address and number of the borrower; and, in pencil, the fines due to date, charging only one messenger fee for each borrower. On this card

will be noted every step taken to recover the book together with the date when the step was taken. If a note is not dated it will signify that it is a suggestion only and has not yet been acted on. Next count the book-slips and enter the number on your day's memorandum. Replace the slips in the slip-boxes, not in their regular date, but arranged in order with others behind the guide-board labelled "Messenger".

		Postal Date	No. sent	Letter Date	No. sent	Mess. Date	No. sent	D.C.H. Date	No. sent
March '09									
	1	Jan 21 12	26 13	Jan 14 15	28	Jan 7 8	2 2	Feb 8	7
	2	" 23	37	" 16	19	" 9	0	" 9	7
	3	—	—	—	—	—	—	" 10	3
	4	" 25	20	" 18	6	" 11	2	" 11	6
	5	" 26	23	" 19	7	" 12	0	—	—
	6	" 27	32	" 20	2	" 13	0	" 13	0
	7								
	8	" 28 29 Feb 1	87	" 21 22	14	" 14 15	5	" 15	8

Fig 14. Part of Statistics sheet of overdue notices sent to delinquents. Size, 7 1-2 x 9 1-4.

(i) *Fine-slips.* For each messenger case fill out a pink fine-slip noting each book out, and leaving blank the spaces for the date of the return of the book and the fines; file this at once before the borrower's application, as a warning that he is to have no more books until these are returned.

(j) *Statistics.* From your day's memorandum, Fig 15, copy onto the statistics sheet for overdue work, Fig 14, the dates for which you have sent postals, letters, or messenger, together with the number of books sent for in each way. Destroy the memorandum.

(k) *Messenger's book.* Put the messenger cards in the messenger's book which is kept in a special drawer of the application case, see The Registration Desk. The messenger's book is a blank book with marginal letters in which the messenger makes his notes about each case, under the initial of the borrower's name. Unless too far away, send the messenger for overdue books borrowed by non-residents; otherwise try to collect them by writing special letters noting each step taken, with date and result, on the messenger card.

(l) *Messenger's work.* At one o'clock each day the janitor who does messenger work calls for the yellow messenger cards representing the cases he is to look up. These include cases from the branch and

station, school, and juvenile departments, as all messenger work is managed through the lending department. Give him the messenger cards, car tickets, an ordinary receipt book, so that he may give a receipt for any money that may be paid, and the messenger's book. At the back of the messenger's book are pasted instructions for the messenger as follows:

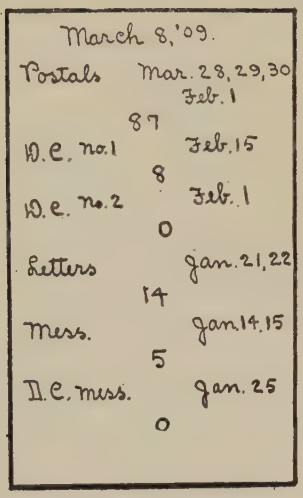


Fig 15. Daily memorandum slip of overdue notices. Size, 3 x 5.

Messenger's Work.

1. Call for work promptly at 1 p. m.

2. Arrange your route conveniently, making sure that the most important work is covered. Go only to such places as you are directed to go to.

3. As each call is made note at once under the borrower's initial in your book: (1) name, (2) address, (3) the number of books collected, (4) the amount of fine paid, (5) full notes about the case. 4. Give a receipt for all money collected. Check the name and the amount on the stub of your receipt book.

5. If a book is reported lost, say the library will send a bill.

6. Return all yellow cards to the lending department, those that you have attended to by themselves.

7. Car tickets will be given you; return each day those you do not use.

8. Be courteous but business like in treating with people. Simply state the amount of the fine due; collect it if possible. If you cannot collect it it, say that the fine will be charged against the name at the library.

9. When a person has moved, get the new address if possible.

10. Hand in a note of any evening work done, on the day following the evening visit.

11. On your return, make a personal report to the assistant who has charge of this work ; allow time for this.

(m) *Messenger's report.* At about 4.45 p. m. the messenger returns. Receive his report and fill in on a page tipped into the front of his book, Fig 20, the details of his afternoon's work. This report is merely a temporary check on the messenger's work, to be destroyed at the end of the month. Receive any money that the messenger has collected, compare the amount with the amount entered on the stub in the receipt book. Check this stub with your initials. Dismiss the messenger.

The Free Public Library, Newark, New Jersey.

March 8 1909

We would remind you that the book

351.L57 and David Copperfield

taken on your card Feb. 1 1909 has not yet been returned to the Library.

Yours truly,

J. C. Dana, Librarian,

Card No. 73002 Per M. M.

Fig 16. Printed fine postal.

(n) *Book returned by messenger.* For each book returned by the messenger, find the messenger card; write across the face of this card "Returned", and "fine paid" or "fine not paid" as the case may be. Check with your dater the report in the messenger's book. Slip the book from the "messenger" slips in the first slip-box. If the fine was paid, destroy the pink fine-slip filed before the borrower's application; if not paid compute the number of days overdue and enter it with the fine due on the fine-slip, and at once file this back before the application. Destroy the messenger card.

(o) *Messenger's reports entered on messenger cards.* Compare each remaining messenger card with the messenger's book. Copy onto the card a summary of the messenger's report; and date this summary at the extreme left; also check with your dater the report in the messenger's book. File all cards for messenger cases pending by

call numbers with the file labelled "Delinquents" in the messenger drawer. Return to the messenger's book cards for cases which the messenger did not have time to cover, to be attended to the following day. Before giving these cases to him the next day, make sure that

The Free Public Library of Newark, New Jersey
John Cotton Dana, Librarian.

Mrs. Alfred Hart,
Dear Madam:

The books entitled Ben-Hur and Aims of Literary Study (807C 81)
charged to your card January 22nd are 14 days overdue. If the books are not received at the library within one week, our messenger will be sent for them at an additional expense to you of 20 cents.

Yours truly,
J. C. Dana, Librarian
Per B. L. W.

Fig 17. Printed fine letter. Size, 5 1-2 x 8 1-2.

the book has not been returned, compute the fine to date and enter it in pencil on the messenger card.

(p) *Messenger's work for other departments.* Each morning the branch and station, school and juvenile departments send their messenger cards to the lending department. Each card bears at the top the name of its department. When the messenger returns these cards, date and enter on each a clear statement of the messenger's report exactly as you do for lending department cases. For each branch or station messenger case, the branch and station department has made out and filed before the borrower's application in the file a messenger fine-slip on

which is stamped "Notify Br.——if paid." For each of these books returned by the messenger, enter on the fine slip the amount of the fine due; if it was paid, note this and send the slip with the book to the branch and station department. Send at once to their departments all money and books collected and messenger cards reported on. Hold those not reported on to be sent out the next day. Before giving such cases to the messenger the following day, change the fines on the cards bringing them up to date.

(q) *Delinquent cases.* Each morning after you have finished the ordinary overdue work, go over with great care the file of messenger cards labeled "Delinquent" and follow up each case that needs attention. Attend also to all correspondence in connection with overdue work that comes to you through your chief. If any fine notices were returned from the P. O. undelivered, write on a blank "3 x 5" pink slip the borrower's name, address and number and the legend "get change of address" and file it before the borrower's application. Lay aside all messenger cards that require attention.

(r) *Messenger letter.* If the messenger has reported that he found no one at home, or had an interview but was unable to get the book, send a "messenger letter" Fig 21, stating the price of the book, and that it should be returned or paid for at once. Note the price after the name of the book on the messenger card; note also "mess. letter" and the date, Fig 21, and return the card to the "Delinquent" file.

(s) *Post office.* If the messenger reports that a borrower has moved and he was unable to get the new address, fill out a letter form, Fig 22, to send by hand by the boy who takes the mail each day to the registry division of the P. O. He will return the letter, if possible with the correct address. Note the new address on the messenger card, or note "P. O. cannot find." On receipt of a new address, direct the messenger to go there at once and proceed as before, Fig 21.

(t) *Registered letter.* If at the end of a week a borrower has made no response to a messenger letter, or if you have been unable in any way to locate a delinquent borrower, send the messenger letter form and register it. To do this, enclose the letter in a plain envelope having no library heading, and write on the back of the envelope your

name and the street and number of the library, so there will be nothing to show that the letter is from the library. Clip to the letter a note "To be registered." The boy who takes the mail will see that this is done. Note "reg. letter," and the date on the messenger card and return this to the "Delinquent" file; date once the statistics card for registered letters, Fig 23, kept at the back of the Delinquent file; write the date opposite "registered letters" on the pink fine slip, Fig 24, filed before the borrower's application, as a special fee of 15 cents is charged for a registered letter. File also before the borrower's application, a pink slip on which is mimeographed the legend "Issue no books without the permission of the librarian". This note remains before the borrower's name, even after he has returned the book and paid his fine, until he has had a personal interview with the chief of the department or with the assistant librarian.

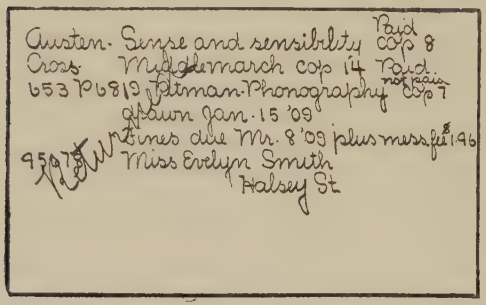

Austen. Sense and sensibility Paid
Cross Middlemarch cop 14 Paid
653 P6819 Pitman. Phonography cop 7
Brown Jan. 15 '09
Lines due Mr. 8 '09 plus mess fee 196
Miss Evelyn Smith
Halsey St

Fig 18. Messenger-card; sent with messenger who collects books when three weeks overdue. Size, 2 x 5. Buff.

When the receipt for a registered letter is received, note this with the date on the messenger card, Fig 19. File the receipt alphabetically by the borrower's name with other receipts in the messenger drawer. Destroy it when the case is settled. If you have reason to think the registered letter was delivered at some other address than the one you know, send to the registry division at the post office a form, Fig 25, containing the number of the registered letter, and asking at what address the letter was delivered. When the new address is received, note it on the messenger card, and send a note to the registration desk so that the address will be changed in the official files, see The Registration Desk.

If a registered letter is returned from the P. O. undelivered, note

this on the messenger card. The idea of sending a registered letter to trace a delinquent borrower was borrowed from Mr. Ballard, librarian of the Berkshire Athenaeum, Pittsfield, Mass.

(u) *Police.* If you are sure of the borrower's address, and all other means of securing the return of a book have failed, give the messenger card to your chief with the suggestion that it be referred to the police. The chief dictates or delegates some one else to dictate a simple statement of the case somewhat as follows: "Newark, N. J., Free Public Library.

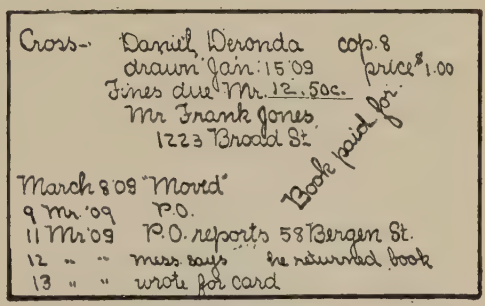
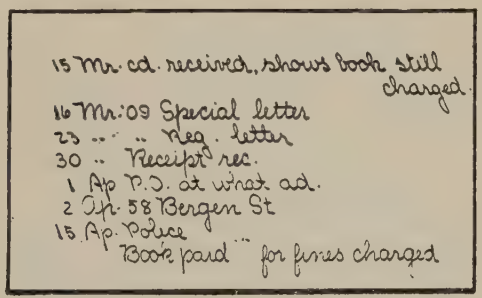

Cross- Daniel Deronda cop. 8
drawn Jan. 15 '09 price $1.00
Fines due Mr. 12. 50c.
Mr Frank Jones
1223 Broad St
Book paid for
March 8 '09 "Moved"
9 Mr. '09 P.O.
11 Mr. '09 P.O. reports 58 Bergen St.
12 " " mess. says he returned book
13 " " wrote for card

Fig 19 and 19a. Messenger card, front and reverse. Shows several steps taken to secure return of book. Size, 3 x 5. Buff.

On January 2nd, Mr. Frank Jones borrowed from the Public Library a copy of "Daniel Deronda", by Eliot, which has never been returned. He has been written to repeatedly about the matter and on March 30th a registered letter was delivered to him at the above address.


15 Mr. ad. received, shows book still charged.
16 Mr. '09 Special letter
23 " " Reg. letter
30 " Receipt rec.
1 Ap P.O. at what ad.
2 Ap. 58 Bergen St
15 Ap. Police
Book paid " for fines charged

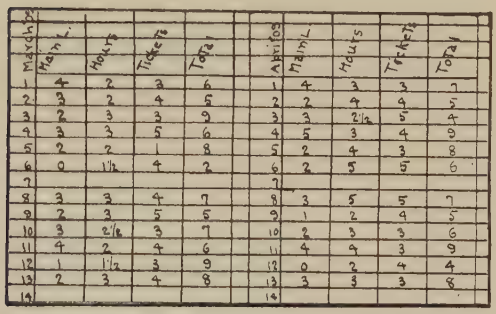
19a.

Either the book or $1.00, the cost of the book, should be delivered to the library."

A copy of this statement is sent with a note to the chief of police.

A carbon copy is kept at the library. Out of thirty cases reported to the police in 1908 twenty-seven were satisfactorily settled. Occasionally a case has to be reported several times before it is settled; each time "Police" and the date are noted on the messenger card, Fig 19a.

The police of other cities have at times assisted in securing the return of books in the possession of borrowers who have left Newark.



March	Hours	Tickets	Total	April	Hours	Tickets	Total
1	4	2	3	6	1	4	3	3	7
2	3	2	4	5	2	2	4	4	5
3	2	3	3	5	3	3	2½	5	4
4	3	3	5	6	4	5	3	4	9
5	2	2	1	8	5	2	4	3	8
6	0	1½	4	2	6	2	5	5	6
7					7				
8	3	3	4	7	8	3	5	5	7
9	2	3	5	5	9	1	2	4	5
10	3	2½	3	7	10	2	3	3	6
11	4	2	4	6	11	4	4	3	9
12	1	1½	3	9	12	0	2	4	4
13	2	3	4	8	13	3	3	3	8
14					14				

Fig 20. Part of Messenger's statistic sheet. Posted in messenger's book. Size, 4 x 6 1-2.

(v) *Special letter.* Give to your chief any messenger cards of cases requiring special letters. In the case of a borrower who has left the city, a special letter often proves more efficacious than a regular form. Note "Special letter" and the date on the messenger card, and file it with the "Delinquent" messenger cards. If a special letter fails to bring a response within a week, send another and register it.

(w) *Letter form asking for borrower's card.* If a borrower, without presenting his card, notifies you that his card shows no overdue charges, send a letter form, Fig 26, asking him to send in his card. If the overdue charge is on the card and uncanceled hold the card and notify the borrower that he will be held responsible for the book.

(x) *Wrong charges; hopeless cases.* If a borrower presents his library card and the card shows no charge for the book, or that the charge has been canceled, write on the book slip "Cd. shows bk. ret." or "Wrong charge," and the present date, and file it in the first box on the slip-table behind the guide board labeled "Special search." Send no further notices and make sure that there is no fine notice for the book before the borrower's name. Several times a week, look for these "Special search" books in place on the shelves, on the puzzle

shelf, and among the duplicate slips, see under the heading "Puzzles". The last day of each month take out the slips of all books for which you have been searching one month, and put them with the slips

The Free Public Library of Newark, New Jersey
John Cotton Dana, Librarian.

Mr. Frank Jones,
Dear Sir:

The book entitled Daniel Deronda, Copy 8, was borrowed by you on Jan. 15, '09.

This book is now long overdue and no satisfactory answer to fine notices has been received. The library messenger called to get the book and money due but without success. If the book is lost please send us $1.00, the cost of the book. This sum does not include fines due.

As a city institution we are obliged to do all in our power to secure the return of the city's property, or payment for the same in case it is lost. If this matter is not attended to at once, it will have to be put into the hands of the proper authorities for collection.

Very truly yours,
J. C. Dana, Librarian
Per M. M.

Fig 21. Mimeographed messenger letter. Sent after messenger fails to secure return of book. Size, 5 1-2 x 8 1-2.

labeled "Hopeless" in the slip-box on the slip-table, to be counted and sent to the catalog room on the following day.

When all efforts to secure the return of a book have failed and you are convinced that there is nothing further to be done, give the messenger card to your chief. With her approval, remove the book-slip from the "Messenger" file, write "Hopeless, yellow cd. filed before

name" on the book-slip, and file the slip with others marked "Hopeless". File the yellow messenger card before the borrower's application; file here also the receipt for a registered letter if there was one.

The Free Public Library, Newark, New Jersey
John Cotton Dana, Librarian.

April 3, 1909

Registry Division, Post Office,
Newark, N. J.

Gentlemen:

Kindly give us the correct address of the following:

Mr. George Jones, 1253 Broad St.

Yours very truly,

Correct ad.
283 Bergen St.

J. C. Dana,
Librarian
Per A. F. H.

Fig 22. Mimeographed letter sent to post office to secure correct address of delinquent. Size, 5 1-2 x 8 1-2.

(y) *Monthly report of overdue books.* On the first of each month enter on the statistics sheet for overdue work, Fig 14, the total number of fine-postals, letters, and messenger cases for the month; copy the total on a mimeographed form for the monthly report of overdue work, Fig 27. Prepare a new statistics sheet for the current month; destroy the old one.

From the statistics card for registered letters, Fig 25, kept at the back of the "Delinquent" file of messenger cards, get the number of registered letters sent and enter it in the report. Destroy this statistics card and make a new one for the current month.

From the folder labeled "Police cases" at the chief's desk, get the number of books referred during the month to the Police, and the number returned or paid for through them; enter these on the report.

In the file of book-slips marked "Hopeless" on the slip-table, count separately the "Uncollected" and "Wrong charge" slips and enter them on your report. Send the slips to the catalog room.

Count the book-slips labeled "Messenger" in the slip-rack and enter the number under "Delinquent cases pending" on your report. Compare each slip with the "Delinquent" file of messenger cards to be sure that each case is being properly followed up. If you find that a messenger card is missing, make a duplicate; mark "Dup" and date in the upper left corner. If the original card is found later, destroy the duplicate. Return the slips to the slip-table.

Make a second copy of your report. Give one copy to your chief and send one to the catalog department where the entries are copied into the permanent statistics book.

(z) *Books charged to librarian, &c.* When a book charged to librarian, trustee or other person under special conditions becomes overdue, put the slip with others behind a guide labeled "Librarian, trustee, &c." in the first box on slip-table. When one of these books is seven days overdue, if charged to someone in the library, send a note by hand asking to have the book brought in to be charged again; at the end of two weeks, go in person to look the book up; at the end of a month, report it to the chief of your department who will write a personal note; give the slip to your chief each month after that until the book is returned, note each step with date after the last charge on the book-slip. If a book is charged to someone outside of the library, when it is seven days overdue, send the usual fine-postal; at the end of two weeks, give the book-slip to your chief who will dictate a special letter, a reminder only; one month from that date, give the slip again to your chief for another letter and continue to do this each month until the book is returned; note each step on the book-slip.

ALPHABETICAL LIST OF SPECIAL FURNITURE AND EQUIPMENT REQUIRED FOR LENDING AND RECEIVING BOOKS

Book label Round, white, gummed Dennison label, 1 1-8 in diameter; used on the backs of some books; bear call-number. No. A 87 in Dennison catalog. Cost, 12,000, $2.70.

Book-pocket A piece of plain manila paper, pasted along the bottom and at the upper corners, to the verso of the last fly leaf of a book, thus making a pocket to hold book-slip; used also to record date the book is borrowed and the number of the borrower. Fig 1. Size, 3 1-4 x 4 3-4. Paper, No. 1 rope manila, 24x36, 50 pounds to a ream. Cost of paper, $5.20 per ream; cut by local dealer, 30 cents per ream.

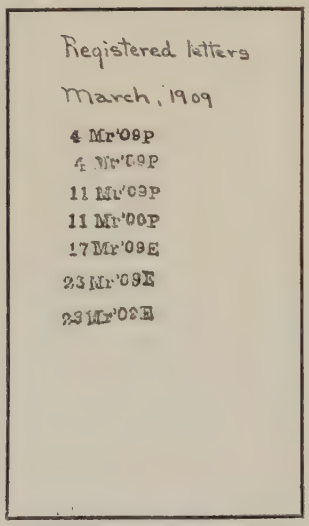

Registered letters
March, 1909
4 Mr'09P
4 Mr'09P
11 Mr'09P
11 Mr'09P
17 Mr'09E
23 Mr'09E
23 Mr'09E

Fig 23. Monthly statistics card of registered letters sent to delinquents. Size, 3 x 5. Buff.

Book-slip. A card printed, ruled and divided into two columns on both sides; bears name or number of book; on it is recorded date book is lent and library number of borrower. Fig 1. Size, 2x5. Card, Bristol, 22 1-2 x 28 1-2, 120 pounds to ream; cost, $2.88 per 100 sheets. Made by local printer in lots of 50,000 for $47.50.

Brown book-slip for children's books and plain white for books belonging to business collection in lending department. Card, Bristol, 22x28, 120 pounds to ream; $2.40 per 100 sheets. Cost for 10,000, $9.50.

Salmon book-slip for High School Branch, and plain unprinted for books in lending department belonging to collection of books for boys and girls. Card, Bristol, see Book-slip.

Yellow slips for German books. Card, Bristol, see Book-slip.

Light blue book-slip for French books. Card, Bristol, see Book-slip.

Book trucks Four standard Library Bureau oak book trucks used in putting up books, etc. Each truck has 3 shelves, 37 1-2" x 14"; height of truck 44". $30.

Borrower's card See Library cards in Reg. Desk.

Call-slip Slip of paper, used for noting names or numbers of books wanted. Fig 5. Size, 2 x 5. Writing paper seconds. Cost about $4.00 per 100 pounds. Cut in library bindery.

Call-slip boxes On top of catalog cases are oak boxes for holding call-slips. Each is 19 x 2 x 3 1-2 high; through center, the long way of the box, is a partition 5" high; sections on either side are divided into 5 compartments; $2.00 each.

Cancel overdue charges, etc. slip Mimeographed form attached to library card having overdue charge for book borrowed from another department. Size, 2 x 5. Paper, Juno cream antique laid, 17 x 22, 24 pounds to a ream; cost in lots of 20 reams, 10 cents per pound. Mimeographed at the library on 8 1-2 x 11 sheets in lots of about 2,000. Cut in library bindery.

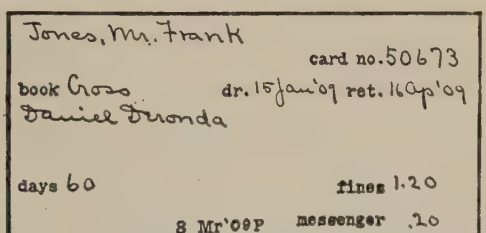

Jones, Mr. Frank
card no. 50673
book Cross dr. 15 Jan '09 ret. 16 Ap '09
Daniel Dronda
days 60 fines 1.20
8 Mr '09 P messenger .20
23 Mr '09 P registered letter .15
Total 1.55

Fig 24. Mimeographed fine-slip, showing charge for messenger fee and registered letter. Size, 3 x 5. Pink.

Cash account slip Printed record for petty cash. Expenses itemized on reverse side. Fig 3. Size, 3 1-8 x 5 1-4. Paper, linen ledger, 17 x 22, 24 pounds to ream, cost 10 cents per pound. Cost for printing $4.50 for 3,000.

Charging desk Oak desk at right angles to the right end of the lending desk, where at busiest times books may be charged. Corresponds to registration desk at other end. Size, 42 x 30 x 39 high. Contains two drawers for supplies, each 14 x 20 x 4 1-4 deep.

The Free Public Library of Newark, New Jersey
John Cotton Dana, Librarian.

April 1st, 1909.

Superintendent of Carriers,
Post Office, City

Dear Sir:

If possible, please let us know at what address the following registered letter was delivered: Mr. Frank Jones, 122 Broad St.

Receipted Mar. 28, '09.

Yours Very Truly,

No. 74939. J. C. Dana,
Librarian
Per M. M.

Fig 25 Mimeographed letter sent to Post-office to trace borrower who has receipted for registered letter. Size, 5 1-2 x 8 1-2

Daily circulation slip Printed form used to record daily circulation of books, itemized by classes. Fig 6. Size, 3 x 5. Paper, ledger, 16 x 21, 28 pounds to a ream, 15 cents per pound. Made by local printer in lots of 3,000 for $5.00.

Daters See Reg. Desk.

Duplicate blue slip Blank card size of book-slip on which is copied the exact legend of book for which emergency slip is made; kept in permanent file of duplicate slips. Fig 13. Blue Bristol card;

22 x 28, 120 pounds to ream, $2.40 per 100 sheets. Cost for 2,000, $1.75.

Emergency slip Blank card, size of book-slip, for temporary use when book-slip cannot be found; bears the same legend as book-slip. Red Bristol card, see Duplicate blue slip. Cost for 2,000, $1.50.

The Free Public Library of Newark, New Jersey
John Cotton Dana, Librarian

March 12, '09.

Mr. Frank Jones,
Dear Sir:

Our records show that the book charged to you on Jan. 15th has not been received at the library. Please send us your library card to help us in tracing the error.

Yours truly,
J. C. Dana, Librarian
Per M. M.

Fig 26 Mimeographed letter asking borrower to send card to the library. Size, 5 1-2 x 8 1-2.

Fine-letter A printed letter form sent to borrower when a book that he has borrowed is 14 days overdue; the second notice. Fig 17. Size, 5 1-2 x 8 1-2. Paper, India linen, 17 x 22, 20 pounds to ream; 10 cents per pound. Cost for printing 2,000, $4.00.

Fine-postal Printed postal sent to borrower when book is seven days overdue; 1st notice. Fig 16. Cost for printing 1,000, $1.00.

Fine-slip Mimeographed form for noting fine to be charged against borrower; filed before borrower's application. Fig 24. Size, 3 x 5. Paper, pink mimeograph, 22 x 34, 40 pounds to ream; cost, $2.70 per ream. Mimeographed at library, on 8½ x 11 sheets, in lots of about 1,000. Cut in library bindery.

Lending desk Oak desk, 11' 6" x 2' 6", 3' 2" high. Has four drawers, each 14" x 20", 4 1-4" deep for supplies. At right of center is cash drawer, 8" x 20", 3" deep, divided into 3 compartments, the first arranged to hold coins of different denominations. Under desk to left of center is a shelf 8' x 1' 4", where at busy times books are placed as received.

Library card See Reg. Desk.

Manila slip Slip of manila paper used as temporary book-slip, for keeping statistics, special shelf-lists, etc. Fig 11. Size, 2 x 5. Paper, No. 1 1-2 tag manila, 24 x 36, 150 pounds to ream; cost, $7.07 per ream. Cut in library bindery.

Messenger card Blank card gives record of steps taken to secure return of books for which library messenger is sent. Figs 18, 19 and 19a. Size, 3 x 5. Standard Library Bureau catalog card, no 33112, buff. Cost, $1.50 per 1,000.

Messenger letter Mimeographed letter form sent to borrower after library messenger has tried without success to secure return of book. Fig 21. Size, 5 1-2 x 8 1-2. For paper, see Cancel overdue charges slip; mimeographed on 8 1-2 x 11 sheets, in lots of 1,000. Cut in library bindery.

Messenger's book An indexed blank-book in which library messenger records results of attempts to secure return of overdue books, etc.; bound in sheepskin. Size, 4 x 6 1-2; 3-4 thick. Cost, 28 cents. About two used each year.

Messenger's statistics sheets Ruled sheet used by messenger to keep account of hours and car tickets spent in collecting overdue books. Fig 20. Size, 4 x 6 1-2. Paper, cross section, 19 x 24, 36 pounds to ream; cost, $6.50 per ream. Cut in library bindery.

New-book labels Round white gummed Dennison label, 3-8 in diameter, put at top of backs of new books to secure return to special bookcase. No. A 81 in Dennison catalog. Cost, $1.20 for 12,000.

Not paid slip Mimeographed slip, "Not paid", put into book borrowed from another department, on which there are unpaid fines. Size, 2 x 5. For paper, see Cancel overdue charges slip. Mimeographed on 8 1-2 x 11 sheets, in lots of 1,000. Cut in library bindery.

Guide boards Wood slips, 2 x 6, 1-8 thick, used as guides in boxes on slip-table and in slip-tray at desk. First covered with a thin coat of white shellac, then marked with India ink, then shellacked again; 15 bearing numbers of main divisions of classification are needed for slip-tray. For slip-boxes are needed: 12 bearing names of months; 3

Lending Dept. Report of overdue books

Date March, 1909
Fine Postals 953 D. C. postals no. 1 118
Fine letters 183 D. C. postals no. 2 28
Messenger cases 59
Registered letters 7
Reported to Police 1
Returned by Police 0
Hopeless books, uncollected 1
Hopeless books, wrong charges 0
Delinquent cases pending 16

A. F. H.

Fig 27. Mimeographed form for overdue books. Size, 3x5.

sets, numbered 1—31, for days of month; and 7 having these labels, "messenger", "postals", "letters", "dup. slips", "special search", "hopeless", and "reported lost".

Issue no books, etc., slip Mimeographed form reading "Issue no books without the permission of the librarian", filed before a borrower's application. Size, 3x5. Paper, pink mimeographed, see Fine-slip. Mimeographed at library on 8 1-2 x 11 sheets, in lots of 1,000. Cut in library bindery.

Label strip Plain manila paper pasted to verso of last fly leaf of book above book pocket, Fig 1. Size, 1 x 3 3-4. Paper same as book-pocket. Cut in library bindery.

Overdue book records Mimeographed form for monthly report of overdue work. Fig 27. Size, 3 x 5. Standard Library Bureau catalog card, no. 33110 buff. Cost, $1.50 per 1,000.

Overdue notice slip Blank slip used for daily memorandum of overdue notices. Fig 15. Size, 3 x 5. Writing paper seconds. Cost, about $4.00 per 100 pounds. Cut in library bindery.

Paid slip Mimeographed slip bearing the word Paid, put into overdue book borrowed from another department, when fine has been paid. Paper, etc. same as Not paid slip.

Pink slip Blank slip on which special notes are written to be filed before borrower's applications; pink in color to be easily distinguished. Size, 3 x 5. For paper, etc. see Fine-slips.

Post-office letter, No. 1 Mimeographed letter form sent to registry division of Post-office to secure address of delinquent borrower who has moved without notifying the library. Fig 22. Size, 5 1-2 x 8 1-2. For paper, etc. see Messenger letter. Mimeographed at library in lots of 1,000.

Post-office letter, No. 2 Mimeographed letter form sent to Post-office to secure address at which a registered letter was delivered to a delinquent borrower. Fig 25. Size, paper, etc. see Post-office letter, No. 1.

Receipt book Ordinary book of forms for giving receipts for money. Size, 2 x 6. 150 pages. Cost, 10 cents. Name of library is stamped with rubber stamp on face of each blank.

Registered letter statistics card Monthly report of registered letter sent to delinquents. Fig 23. Size, 3 x 5. Standard Library Bureau card no. 33110, buff. Cost, $1.50 per 1,000.

Rubber type See Reg. Desk.

Seven-day-book labels Label put on the back cover of novel less than one year old to secure return at end of seven days. Fig 8. Size, 3-4 x 3 3-4. Cover paper, 20 x 25, 32 pounds to ream; color, faun; 6 1-2 cents per pound. Made by local printer in lots of 5,000 for $2.50.

Slip-box Box of 1-4" bass wood on slip table to hold slips for books in circulation. Fig 4. Size, 12 x 2 1-4, 3 3-4 deep. About 20 are required Cost, about $1.00 each.

Slip-table supply box A bass wood box, 4 x 1 3-4, 3 1-2 deep, used for supplies, slips of various colors, etc., at slip-table. Through the center, the long way of the box, is a partition. Cost, 40 cents.

Slip tray A tray made of three slip-boxes fastened together at the ends by 1" strips of oak; stands on lending desk and holds slips of books lent during the day. Size, 12 x 7, 3 1-2 deep. Divided into 12 equal sections. A piece of felt is glued to the bottom to protect the desk.

Special label Small, gummed stars, 1-2" in diameter, pasted at the top of the backs of Italian books to secure return to special shelves. Cost, 84 cents for 1,200.

Stamping pads Three red and three blue ink pads, required for inking daters in charging and discharging books. See Reg. Desk.

Statistics sheet Sheets ruled and printed on both sides for keeping daily statistics. Fig 7 and 14. Size, 7 1-2 x 9 1-4. Sheets are punched in the right margin; kept between press-board covers also punched; tied through holes with string. Standard Library Bureau day blanks, no. 31r. Cost, $2.00 per 100.

Terrace table A table having terraced oak shelves where books are sorted before being put up. Size, 72 x 30, 30 high. Terraced top measures 74 x 32, with back 18 high; four shelves, one 4" above another. Cost, $15.00.

Modern American Library Economy As Illustrated by the Newark N. J. Free Public Library

By John Cotton Dana

Part I

The Lending Department

Section 3 Administration of Lending Department
By Sara C. Van de Carr

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NOTE v.1, pt.1, sec.3

The pamphlet on Registration is referred to herein as Reg. Desk. That on the Charging System is referred to by full title. The phrase "See under the heading" refers the reader to other parts of this pamphlet.

S. C. V de C.

Newark, N. J.
November 1909

The Lending Department
Administration and General Work

The lending department at the main library has charge of the books which are lent for home use at the main library and through deposit stations and of all matters pertaining to them; it has also charge of the general information or reference work and the reference books used in connection with such work; and of the making of booklists, study courses and club programs and the shelf work. This department is open to the public for about 300 days of the year: from 9 to 9 daily except Sundays and holidays; Saturdays 9 a. m. to 9.30 p. m. Ordinarily 13 assistants and 7 messengers are required to carry on the work.

For the details of deposit station work, reference work, club work and shelf department see other pamphlets to be published in this series.

Location and General Arrangement

The department is located on the second floor of the library, at the back. The entrance to it is immediately at the head of the main stairway; it may also be reached by an elevator in the main hall, Fig 2 Reg. Desk. As shown in Fig 1, this department occupies a room 28 x 44; with an extension to the rear, 28 x 30; and others 28 x 52, to the right and left; the extensions are set off by dividing walls each supported by two pillars which reach nearly to the ceiling, so that the division is scarcely preceptible. At the front of the right or north extension is a room 23 x 51 known as the reading room, also belonging to this department. Beyond the rear extension and to

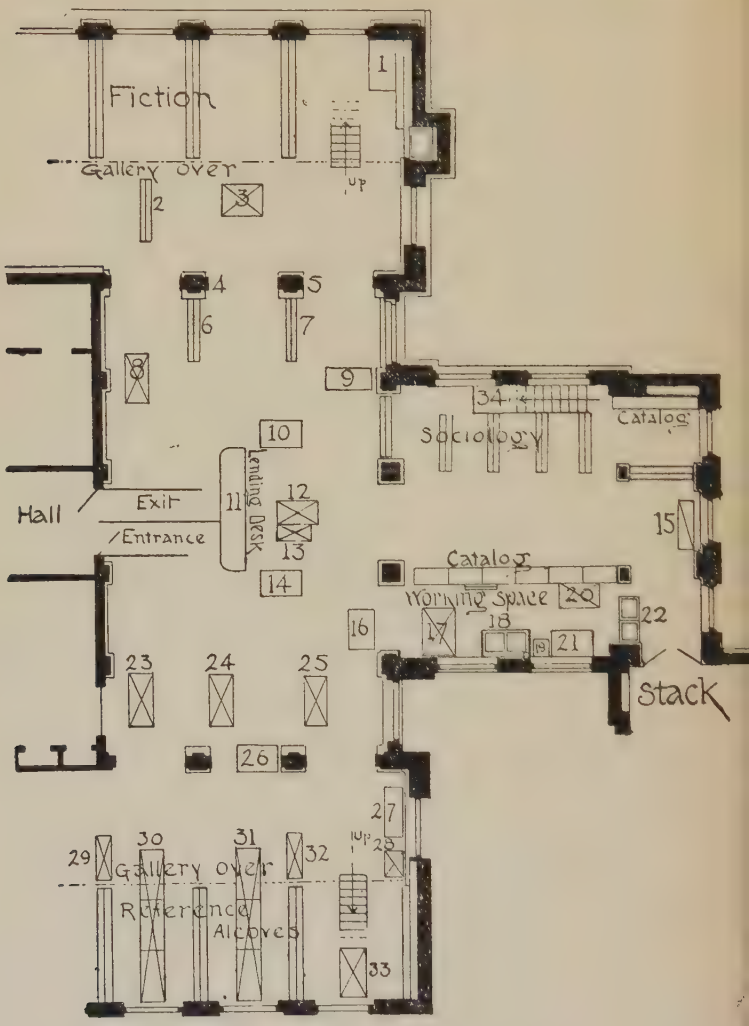


Fig 1. Plan of Lending Department.

Plan of Lending Department

1. Terrace Table
2. "New Book" Case
3. Display Table for Special Collection
4. Column
5. Column
6. "Business" "Thousand Best" and Special Collection Case
8. Table for Special Lists for Free Distribution
9. Information Desk
10. Desk for Display of Catalogs for sale
11. Lending Desk
12. Slip Rack
13. Application File
14. Registration Desk
15. Table for Special Lists for free distribution
16. Desk of Chief of Department
17. Work Table
18. Lift
19. Wash Stand
20. Work Table
21. Case with drawers for use of Staff
22. Lifts
23. Table for Lists for free distribution
24. Table
25. Table
26. Reference Information desk
27. Map Case
28. Vertical File Case
29. Table
30. Table
31. Table
32. Table
33. Table
34. Service Stairs

the right of it is the book stack where the main collection of books is shelved in double metal bookcases, six shelves high and set three feet apart; the stack is 37 x 59 and 6 stories high, the third floor being on a level with the lending department. Eight feet above the north and south extensions are galleries, each 16 x 52. The total floor area of the department exclusive of the stack and galleries is 6157 square feet. Formerly the two rooms at the right constituted the reference department the work of which is now carried on by the lending and technical departments.

By means of telephones, two in the lending room and one in the stack, the department is in communication with all parts of the library; calls from outside are also taken here. A book-lift connects with the catalog department above and bindery below; another with the branch and station department on the first floor; and three smaller lifts with the different floors of the stack. The technical department is at the front of the building; it communicates with the reading room.

Fig 1 makes clear the location of desks, tables, bookcases, working-space, catalog and lifts. On entering the room the borrower walks directly to the main lending desk. Here he finds an assistant ready to serve him; or he may go on to one of the other desks or to the shelves. The only obstacles to free movement are the three rails indicated at the entrance to the department.

The public is allowed access to all bookshelves in the department and in the adjoining floor of the book stack; admittance to the fourth floor of the stack where the least used circulating books are kept is granted on request; those wishing to consult newspaper files and government documents shelved on the other floors of the stack may do so under the supervision of an assistant; ordinarily a messenger brings the books to the lending department to be consulted there.

The department is so arranged that the people may talk without disturbing others. The reference work is carried on mainly in the north end of the room and in the reading room beyond; the galleries are pleasant quiet places for study. Study in the book stack is not allowed; the seats there are for the convenience of people who wish to consult several books before borrowing them; it is the duty of library assistants so to instruct all persons found studying there. The

routine work is done chiefly at the lending and registration desks; and in the working-space where there is less interruption.

Working-Space

In the working-space, in Fig 1, much of the routine work such as writing, dictating, filing, etc., may be done with little interruption. There are here two tables for working, provided with chairs, pens, ink, blotters, etc.; here are the case of drawers where the majority of the staff keep their personal belongings and work, the keys to different parts of the building, the rack for time cards, and book-lifts connecting with the repair and branch and station departments and the bindery. A small bookcase having four shelves, two for reserved books, one for damaged books and one for puzzles, stands here. Assistants at work here leave their work immediately to go to the main desks, assist at information work, etc. when they are needed.

The Books and their Location

(a) *Circulating books.* The lending department has for circulation about 60,000 volumes. About 15,000 of those that are least used are shelved on the 4th floor of the book stack. Of the remaining 45,000 volumes constituting the open-shelf collection, about 10,000 are in the borrowers' hands; the rest are shelved in the lending room and the adjoining floor of the stack. Because of the distance from the desk to the stack, 130' to the farthest point, as many books as possible and those the most used, about 20,000 in all, are shelved in the lending room. The classes selected for the lending room are: fiction and German books in the south extension; the allied classes of language and literature in the gallery above; sociology in the cases at the back of the room; and fine arts, including the music collection, in the north gallery. This leaves on the stack floor adjoining the lending room a collection of about 15,000 books in the classes of philosophy, religion, history, travel and biography, books in foreign languages other than German, and books for the blind. There are also in the stack about 8,000 magazines that may be borrowed for home use.

(b) *Reference books.* In addition to the books that may be borrowed, the department has about 7,000 volumes, exclusive of

periodicals and government documents, that are reserved for use at the library only.

(c) Bound and unbound magazines
Vertical file and index
Newspapers
Government documents
Scientific and technical books
Current magazines
Atlases and maps

For the subjects under b and c see other pamphlets to be published in this series.

Arrangement of Books on the Shelves

The call-numbers of books appear on the backs of the books; and by them the books are arranged on the shelves, reading from left to right and from top to bottom, tier by tier.

No call numbers are assigned to books of fiction; they are arranged in alphabetical order, 1, by author, 2, by title.

Books in foreign languages are taken out of their regular classes and arranged, each language by itself, in a separate series; the books of fiction in foreign languages are assigned call numbers and shelved in numerical order with the other books in those languages.

See also under the heading "Shelf Work."

Supplies

Keep in the drawers of the registration and lending desks a sufficient stock of all blanks, forms and other small supplies to last for a few days. Keep in each drawer a list of each kind of supply in the drawer. Each morning go over the list and make a note of whatever is needed. The heads of the desk forces attend to the ordering of the general daily stock. The entire supply of material too bulky to be kept in the drawers of the desks is kept in the stock room and ordered as needed.

Assistants

20 assistants are required to carry on the work of this department. These include a chief, 12 members of the staff, 3 of whom are scheduled in the reference department, and 7 messengers. Each person works 44 hours a week with a vacation of one month. Allowing 48 weeks to the year the total of time spent annually is 38,016

hours. The working hours are from 8.30 a.m. to 9.30 p.m.; Fridays and Saturdays until 10 p.m. As the department is open about 300 days in the year for about 13 hours each day, total 3,900 hours, there are on an average 10 people in the department at any one time. In addition the time of a man is required for about three hours each afternoon to do messenger work in collecting library books that are overdue or have been in quarantined houses or that were lost and not paid for, etc.

It seems essential that the chief of the department should be on duty each morning when the work of the day begins, at the busiest times during the day, and on the two busiest evenings during the week; the best time for her to be away is between the hours of one and four. Her schedule is therefore daily from 8.30 to 6 with from 1 1-2 to 3 hours for luncheon; Monday and Saturday evenings from 7.30 to 9; Thursday free after 1 p.m.

For time schedules and salaries see the pamphlets on general administration of the Library to be published in this series.

Special Duties of the Chief

It is the particular business of the chief of the department to meet people and to organize and extend the work of the department. All correspondence that concerns the department comes first to her desk. She marks each communication with the initials of the person best fitted to attend to the matter. She also sees all letters that go out from the department, all stories for the newspapers, and receives reports from assistants in charge of any special work. She maintains discipline and sees that work is done promptly, is the final authority in the department in case of a dispute, and makes recommendations to the librarian for such changes in rules or in the personnel of the staff as it seems to her would be of advantage to the department and to the library as a whole. By means of monthly and annual reports, through personal interview, staff meetings and notes on the staff bulletin board and in the official note-book, she must see that her own staff as well as the librarian and the assistant librarian are kept informed of what is going on in the department; she also discusses thoroughly with her staff any contemplated changes. She sends to individuals on her staff any literature that comes to her attention which she thinks will interest them

She inspects all books that are to be transferred from the main collection to branches, stations, etc., and withholds those that she thinks cannot well be spared or recommends the purchase of duplicate copies.

The following may be mentioned among her special duties: appoint persons to be in charge of special work; submit to the librarian in writing recommendations for changes; recommend books for purchase, particularly fiction and duplicate copies of books already in the library (for further details see pamphlet, Work of the Order Department, in this series); suggest topics for printed or mimeographed booklists; keep the rules of the department compiled in convenient form; keep a copy of every new rule made, in chronological order, in a manila scrapbook; compile statistics; make schedules; see that articles are sent frequently to the newspapers; send to the assistant librarian a written statement of overtime work the day after it was done; hold department meetings at frequent regular intervals; see that special groups of people are systematically notified of new books interesting to them (for further details see the pamphlet on Relations with the Public).

Special Duties of the Staff

Every member of the staff is expected to have a thorough knowledge of all the routine work of the department to the last detail; to know the reasons for things and to suggest changes. She should know books, literary, popular and scientific; she must have also a thorough working knowledge of reference books and bibliographies, of indexes to magazines and government documents, and of the catalog; so that at any moment she can take up any work in the deparment. She should also know about the work that is going on in other departments of the library.

In administering the work it is often advantageous to have a certain person responsible for one thing. Thus four assistants on each force devote their time particularly to the routine work of the department and are called desk assistants, though each has also other special work to do. One on each force of desk assistants is appointed head of the desk force; any difficulties that may arise are referred to her; and it is her business to work where in her opinion she is most needed and to see that the ordinary routine work is done promptly and properly;

she also dictates letters and other matters detailed to her by her chief; and instructs new assistants and messengers in their duties.

One desk assistant on each force is in charge of the work with overdue books, the sending of notices, etc.; another on each force has charge of the registration and contagious disease work. The following special charges are also assigned to desk assistants:

Slip-table
Distribution of booklists
Weekly list of popular books for the press
Weekly annotated list of new books sent to a newspaper
New books for the staff
Shelf work
Weekly news story sent to a newspaper
Notices for damaged books
Special collections
Temporary collections
Registration books
Books recommended by the public for purchase.

Desk and Information Schedules

For ease of administration divide the day from 2 to 9 p. m. into one-hour periods; with the exception of 5 to 7 when because of the ¾ of an hour for supper the periods are 5 to 5.45 and 5.45 to 7. For each period appoint one or more persons to work at the lending desk, the registration desk and the slip-table. Also each hour from 2 to 5 delegate someone to patrol the department doing general information work. For each day, make a written outline or schedule, showing who is scheduled for each period and where. The chief of the department makes these schedules, has them typewritten, posts one where all may consult it near the time-card rack in the working space, and keeps one copy at her desk in a folder labeled "Schedules"; she watches them from day to day and appoints a substitute if for any reason an assistant is absent or is excused from her schedule.

So arrange the work that each reference assistant is scheduled for one hour a week at each desk, but never on Monday, Friday or Saturday, on which days there is too much reference work to be done to spare these assistants for anything else. Divide the remaining work as evenly as possible among the desk assistants, scheduling the heads of the two desk forces for only half as much time as the others are scheduled for.

The slip-table. Schedule only one person at the slip-table at one

time as there are usually one or two messengers who may help with the work there. There are thus 6 hours a day, 36 hours a week to be covered; they are divided as follows: 3 reference assistants, 1 hour each; 2 heads of desk forces, 2 hours each; 7 desk assistants, about 4 hours each. The person in charge of the slip-rack is scheduled here for the extra hour; she is always scheduled here from 5.45 to 7 p. m.

The lending desk. At the lending desk only one assistant is needed from 2 to 3 o'clock; from 3 to 5.45 two people must be there; one is enough from 5.45 to 7; and two are needed from 7 to 9. There are therefore 12 hours scheduled work required here daily, 72 weekly.

The registration desk. Schedule only one assistant at a time at the registration desk except at the following times when there is a rush of work, largely from branches and stations: Friday and Saturday from 2 to 5, 2 persons; Friday from 3 to 4, 3 persons; Monday from 2 to 3, 2 persons. Schedules have therefore to be arranged for 50 hours work here weekly. Always schedule one of the two people in charge of registration work here daily from 5.45 to 7 and from 8 to 9 p. m., so that they may see that the work of the day is properly caught up; and also at the busiest times, when two or more people are scheduled.

Daily Routine of Staff Work

(a) *Morning routine.* One assistant puts the lending desk in order, orders stock, does the work of the lending desk, and while there revises the arrangement of the slips of books circulated the day before. Another assistant attends to all the work in connection with overdue books; if necessary a messenger helps her fill out and address postals and letter notices to borrowers. A third assistant does the registration and contagious disease work; and the fourth enters the totals of books circulated the day before in the statistics book, places reserves and slips books.

(b) *Afternoon routine.* Between the luncheon hours of 12 and 2 the force is short, and little more than the routine desk work can be done.

After 2 p. m. the staff is regularly scheduled for work at the lending desk, registration desk and slip-table; and between 2 and 5, to

patrol the department doing information work. These schedules are strictly adhered to. It is not necessary to stay at the desk when there is no work to be done there; the persons scheduled at the slip-table need not remain there if there are messengers who can do the work: it is however, the duty of each assistant scheduled at a desk to see that the work at that desk is properly done and that borrowers have prompt attention there. Every member of the staff has each week at least three afternoon hours when she is not scheduled and is free to attend to her special duties. Beside this the person in charge of writing up the registration book is given an hour or a half-hour for this work daily, usually between 2 and 3 p. m.; the assistant in charge of reserves is also allowed an hour daily, usually from 4 to 5 p. m., to attend to this work.

(c) *Evening routine.* The staff is scheduled at certain desks until 9 p. m. The head of the desk force is expected to help in information work.

Messengers' Work

Messengers do only such work as is laid out for them, or as they are directed to do by a member of the staff. They do not assist the public either at the catalog or in a search for books. Whenever questions are asked of them, they must at once find an assistant to aid the questioner. This is essential.

Two of the messengers in the department are delegated to keep in order the bookshelves in the stack and throughout the department; with the exception of the fiction and German books at the south end of the room which are cared for by other messengers. These messengers are called shelf messengers; their work is described under the heading "Shelf Work".

The work of the other messengers is outlined below:

8.30-9 a. m. 1 Get from the janitor's room a cheese cloth duster; wet it and wring it out as dry as possible. Use this in all dusting except the dusting of booklists on the table; for these use a dry duster.

2 Get fresh paste from the repair department, for the slip-table.

3 Dust and straighten the tables of booklists and the table where is exhibited the temporary collection of books on some special subject.

4 Dust the ends of the book shelves at the south end of the room (not in the gallery), those at the back of the room, and the special collection cases.

5 Dust the information desks, the terraced table, trucks, and tables in the working space.

6 Sharpen the pencils at the catalog cases and at all desks.

7 Fill the boxes on the catalog cases with call-slips.

8 Care for plants and flowers.

After 9 a. m. 1 Clean and fill all the ink wells in the department.

2 Read fiction, which means that you are to see that books stand in their proper order on the shelves, observing the following rules: never leave more than five copies of any one book on the shelves; put the rest on the bookcases on either side of the book-lift; leave a space of at least six inches at the end of every shelf; whenever possible use only six shelves in a tier of fiction, and five in a tier of German books; put a book support at the end of every shelf of books.

3 On Monday and Thursday read the German books, on Tuesday dust the German books, and on Friday dust fiction.

After 9 p. m. 1 Straighten fiction and German books, special collections, terraced table, booktrucks and tables of lists.

2 Put on the repair lift all books that are to go to the repair room.

3 Put up all books found lying on the tables, chairs, or tops of bookcases in lending room, galleries or reading room.

At other times put up books from the terraced table. At all times keep the department in good order; leave any work that you may be doing to answer immediately the desk bells, the chief's buzzer, or the general telephone.

When given a list of books to look up, or any other piece of work to do, report on it always to the person who gave you the work; never report directly to a borrower unless directed to do so by a member of the staff.

If a question about library matters is asked, say at once that you will find someone who will give the desired help; do not attempt to answer the question yourself.

Do not put up books for more than two hours consecutively. When you begin work at one o'clock, report to the head of the desk force for clerical work from 3 to 4 p. m.; on the days when you return from luncheon at 2.30 report for such work from 4 to 5.

It is the special duty of one messenger to bring books from the bindery and repair department. At 4 o'clock each afternoon, this messenger takes an empty truck to the bindery and repair department, loads on it all the books ready to go back to the lending room, and takes them to the terraced table.

At 4 p. m. daily another messenger to whom this duty is assigned sees that the repair lift is empty. The branch and station department then sends up any books belonging to the lending department that are to be slipped. This same messenger takes them from the lift and puts them on the slip-table.

Between 2 and 3 each afternoon, the messenger who has been appointed to this duty takes from the reserve slips labeled "Reserves to be looked up on the shelves every day" and searches for the books.

Aside from the work above mentioned, messengers may slip books, send postals and letters for overdue books, file applications, weed out expired applications, change addresses on applications and in the registration book, and do such other work as they may be directed to do by a member of the staff; between 3 and 5 each afternoon a messenger is scheduled in the reading room to supervise the room, keep it in order and do such other work as has been given her to do.

Instructing a New Messenger

The head of a desk force usually instructs a new messenger. The procedure follows. Work not mentioned here is explained in detail when it comes time for such work to be done.

1 Explain the order of fiction and have the messenger read three tiers. Revise the work, turning down any book that is out of place; and have it corrected.

2 Explain the difference between fiction and non-fiction.

3 Let the messenger select and arrange the fiction that is to be put

up, and put the books in place on the shelves leaving them on their edges to be revised. Revise the work and have it corrected.

4 Explain the order of non-fiction, and let the messenger read four tiers of 300's. Revise the work as before.

5 Explain decimals and have a case of travel read; and revise it.

6 Have the messenger put up six books of 300's and six of travel, leaving them on their edges to be revised.

7 Explain the location of the different classes of non-fiction and of magazines. Give the messenger a call-slip noting books in all classes. Let her find the books and bring them to you. If a book is not in let her bring the one standing next the place where the book indicated should have been.

8 Explain the special collections, and let the messenger select from the terraced table and put in place some books that belong in each.

Department Meetings

The chief of the department holds two department meetings each week between 8.45 and 9.30 a. m., on Thursday and Friday for the alternating forces. These meetings are for the staff only; a messenger is stationed at the desk and summons a member of the staff if she is needed. Discuss any matters of interest to the library world in general or the Newark library in particular. Each person reports regularly on book reviews in one or two periodicals. The periodicals used are not critical journals but such magazines as The Amer. Historical Review, The Amer. Journal of Sociology, The Banker's Magazine, The Westminster Review, etc. The person who reports makes order slips for books that she thinks should be bought for the library and hands them to the chief, as all orders from the department pass through her hands.

Distribution of Material

On top of the case of drawers in the working-space are four open baskets, 9 1-2" x 12 1-2", labeled respectively "Br. & Sta.", "C.R." "Staff" and "Mail." Into the "Br. & Sta." basket put all books and other material for the branch and station department, unless there is a large number of books, in which case send them down on the book-lift or on a truck. In the same way, put all material for the children's

room into the "C. R." basket. These departments send a messenger to empty the baskets several times a day.

Put into the "Staff" basket material for members of the lending department staff who are not on duty at the time the material is distributed. Every member of the staff looks in this basket when she comes on duty to see if there is anything there for her. Material for the chief of the department is always put on her desk.

With the exception of books, which are always sent to the slip-table or terraced table, all notes from other departments addressed to the lending department or to assistants there, are put on the chief's desk. She glances at them and has a messenger distribute them to the members of the staff to whom they are addressed.

Always label clearly any material that is to be distributed. Messengers do most of the distributing; they leave all material on the desk of the chief of the department for whom it is intended.

New Books

Whenever there are new books ready for the lending department, the catalog department puts them on the lift and telephones the chief of the lending department that they are there. The chief instructs a messenger to put them on a truck and wheel them to the working-space. She then notifies the members of the staff that new books are there and each person takes a few moments to examine them. Later the person in charge of booklists takes off the truck any books that might well be annotated for a booklist; the person in charge of special collections, with the approval of the chief, takes those that might be marked for the business case or the collection of books for boys and girls. After all have seen the books they are put up.

The catalog department sends the lending department about once a month two copies of a typewritten list of all new books added during the month; the books are grouped under the main heads of the Dewey classification and are arranged in alphabetical order by authors under each head. The chief keeps one copy at her desk in a folder labeled "New Books", where it may be consulted by the staff and where it remains for about a year, after which it is destroyed; the other copy is put into a binder on a table for public use.

Besides the general list of new books the department has two copies of a list of new fiction; this list is written on "11 x 8 1-2" paper sewed into cloth-covered boards; first the date when the books went into circulation is given and under the date the entries are made alphabetically by title. The catalog department keeps these lists up-to-date. One copy is kept on the duplicate collection bookcase, the other on the new bookcase.

Cash Account

Put all money received for fines during the day into the cash drawer at the right of the center of the lending desk. Put by itself in a special compartment of the drawer all money paid for the rental of Duplicate collection, or D. C. books as they are called; in making change, be sure that only the exact amount D. C. money paid is put into this section. Put all other receipts, for catalogs, books lost and paid for, etc. into the general fines funds, entering each item, as paid, on the account pad, Charging System Fig 3, which is kept at the center of the desk. If more change is needed, send to the office of the assistant librarian for it until 5 p.m. If the office cannot furnish it, send a messenger to the bank to get some. Whoever is scheduled at the lending desk from four to five p. m. will see that there is in the drawer enough change to last through the day. After the library closes each evening, balance the cash account; that is, enumerate all fines, receipts and expenditures for the day, basing your account on the amount of money in the fines and D. C. compartments of the cash drawer, and the entries on the account pads at the desk. Make all entries on the cash account in pencil.

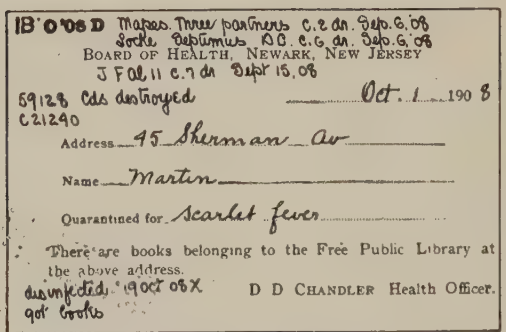

IB 0 08 D Mates Three partners C.2 da. Sep. 6. 08
Socks Septimus N.C. C.6 da. Sep. 6. 08
BOARD OF HEALTH, NEWARK, NEW JERSEY
J Fal 11 c.7 da Sept 15. 08
59128 Cds destroyed Oct. 1 1908
C21290
Address 45 Sherman Av
Name Martin
Quarantined for Scarlet fever
There are books belonging to the Free Public Library at the above address.
disinfected, 9 Oct 08 X D D CHANDLER Health Officer.
got books

Fig 2. Postal supplied by Library to Board of Health.

The procedure is as follows: 1 Take the D. C. money, which

is kept in a separate compartment of the drawer, count it and enter the amount on a fresh cash account slip, Charging System Fig 3. 2 Count out $10, charged against the department, in small change and put this in a special money bag to be kept for change for the following day; 3 Count all money D. C. and other. 4 Enter under "Receipts" on the cash account all special items on the account pad; 5 On the reverse of the cash account, enter expenditures, itemized; add these and enter the total under "Expenses" on the face of the account; 6 Deduct the expenses from the receipts for the balance; 7 Date the cash account in the upper right corner, add your initials, and put it with the cash into a blank envelope; if a book was lost and paid for, place its book-slip in the envelope with the cash; seal the envelope, date it and write the amount on the outside; 8 Lock up the envelope and the bag containing the $10 in change in the cash drawer.

The following morning, send the envelope containing the money to the office of the assistant librarian. Put the $10 in change in the cash drawer.

Contagious Disease among Borrowers

The library supplies the board of health with printed postals addressed to the lending department. Before quarantining a house the health officer has to fill out a printed form. One of the questions on this form is "Are there any books in the house belonging to the public library?" When this question is answered in the affirmative, the health officer the same day fills out and mails one of the library postals, giving the name of the family and the disease for which it is quarantined, Fig 2. When a board of health postal is received, put it in the library messenger's book," see Charging System. Taking the postal with him, the messenger calls at the quarantined house on his next trip; collects all library cards and destroys them; notes in his book the number of the cards and the fact that they were destroyed. At the same time he notes in his book the numbers of titles of all library books in the house and the dates when they were drawn; if they were borrowed from the children's room or a branch or station he notes this, giving the name of the branch or station. If a book belongs to a school or club library this is also noted. He instructs the family to hold the books until he comes

again, which will be as soon as a notice that the house has been disinfected is received from the board of health.

On the messenger's return, transfer from his book to the board of health postal all statements concerning a case, Fig 2. Check with your dater both the postal and the report in the messenger's book. Send to their proper departments all postals not belonging to the lending department. If there are in one quarantined family books borrowed from the lending department and from some other of the library's agencies, hold the board of health postal in the lending department and send to the proper department full notes of the case on a yellow messenger card, Fig 3.

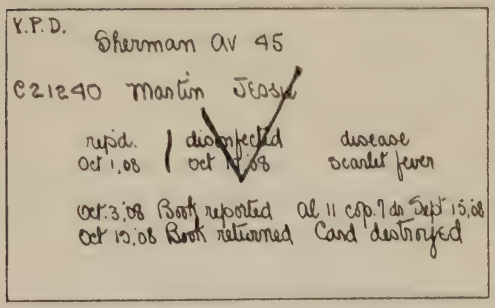

Y.P.D.
Sherman OV 45
C21240 Martin Jessie
rptd. Oct 1,08
disinfected Oct 3 08
disease scarlet fever
Oct 3,08 Book reported Al 11 cop. 1 as Sept 15,08
Oct 13,08 Book returned Card destroyed

Fig 3. Messenger-card. Size, 2x5. Buff.

Make out a new library card for each one destroyed; write at the top in pencil "con. dis.", and file it before the borrower's application to be given to him after his house is disinfected.

Next from the notes on the postals, find in the slip-boxes the slips of all the books. Remove these from their regular places, mark each "con. dis." after the first charge, and file it by call-number behind the guide board, in the first slip box, labeled "Contagious disease." Then file the postal, 1, alphabetically, by street, 2, by number, 3, by borrower's name, with other postals in the drawer of the application case labeled "quarantined". If a slip cannot be found, send the messenger again to get a more accurate record of the case.

Several times a week the library receives from the board of health a typewritten report that gives a statement of the family name, street and number of all contagious cases that have been disinfected. Compare each entry with the file of board of health postals which are arranged by street because the spelling of family names is not to be depended on. On the board of health report, check each name as

you look it up. If you find that a family noted on one of the postals has been disinfected, remove the postal, note on it "disinfected" and the date and put it in the messenger's book. When you have finished with the board of health report send it to the school department; from there it goes to the children's room, and branch and station departments; and is finally returned to the lending department. File it before other board of health reports kept in one of the drawers of the lending desk; destroy these reports at the end of three months.

The library messenger finding the postal marked "disinfected" in his book, goes to the house and collects all the books. He checks on the postal each book collected. When the messenger returns the postal see that all the books are properly checked as returned and file the postal at the back of others labeled "Disinfected" and kept in the "Quarantined" drawer. Destroy board of health postals three months after the date of disinfection.

Although the books have been once disinfected by the board of health it seems best to put them through a second process. When the messenger brings them in, he puts them in a disinfecting can. Here the books accumulate until there are about forty or fifty. Then the head janitor telephones the board of health to send somebody to fumigate them. The board of health sends its own apparatus and forces about 1000 cubic feet of formaldehyde gas into the can. The books stand for two days; and are then sent to the lending department. Slip those that belong to the lending department from the "con. dis." slips, and return them to circulation. Send the others to their respective departments. If you find that any book is missing, follow it up at once and secure its return if possible.

On the first day of every month, count from the "quarantined" and "disinfected" files of board of health postals the number of cases of contagious disease among borrowers that were reported the previous month, give this to your chief who in turn sends it to the office of the assistant librarian to be entered in the book of statistics. The assistants in charge of registration do this work.

In cases of smallpox or in other cases where, in the opinion of the board of health, the books should never be used again, they are destroyed by the board of health official who notifies the library that

this has been done. On receipt of such a notice, find the book-slip of each book, note on it the reason the book was destroyed, with the date and send it to the catalog room to be crossed off the shelf-list. If the book is replaced, this is done at the library's expense.

Damaged Books

When a book is returned to the desk in a damaged or very soiled condition, estimate the cost of repairing the book, or a reasonable fine, and charge the borrower with it. Enter the amount received under "Books damaged" on the cash account, Charging System Fig 3. Put a mimeographed slip reading "damage noted" in the book and lay it on the slip-table; when she has slipped it, the assistant sends a book so labeled to the repair room. If the charge is not paid, hold the borrower's card, enter on a pink fine-slip the name and library number of the borrower, the title of the book, damage done and the amount due and file it before the borrower's application. Until this account is settled the borrower may not draw a book from the library.

If a book is returned with the pocket torn out, charge five cents for the pocket; and slip the book at once, from the date on the reader's card. If the book was borrowed from a branch or station, make a note of this, together with the date on which it was drawn, and send the book to the branch and station department basket.

If damage done to a book is not discovered until the book has reached the slip-table or has been returned to the shelves, send it to a special shelf labeled "Damaged books" in the working space. About twice a week examine these books. Consult the book-slip and send a postal, Fig 4, to the last borrower asking him to call at the library. At the same time note on a call slip, Fig 5, the borrower's name, address and number, the number of the book, the damage and the amount to be charged; date this slip and place it in the book-pocket, Charging system Fig 1. Put the same information on a pink fine slip, Charging System Fig 9, and file it before the borrower's application. Replace the book on the "damaged books" shelf. If by the end of a week there is no response to the postal, fill out and mail a letter form, Fig 6, notifying the borrower that unless the matter is attended to within a week the

book will be returned to circulation and the cost of repairing charged against his name; note on the pink slip before the application and on the white slip in the book the date and "letter sent". At the end of another week, if no reply is received, send the book to the repair room; note this on the pink slip, Fig 7.

The Free Public Library Newark, New Jersey

Mr Chas D Johnson
128 Sussex Av, Oct 3 1909

Kindly call at the library at your earliest convenience

Yours truly,

J C Dana, Librarian

Per P.F.H.

Fig 4. Printed postal sent to trace damaged books.

If a borrower convinces you that the damage was not done while the book was in his posession note this on the book-slip and send a notice to the previous borrower. Notices are sometimes sent to the last three borrowers.

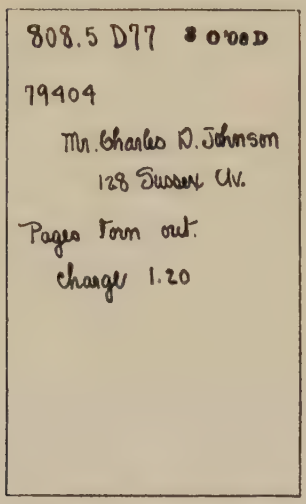
If a borrower so damages a book that it can no longer be used by the library he must replace the book or pay for the actual cost of it plus 20 cents for ordering, cataloguing, etc. The book remains the property of the library, because it it not good policy to have mutilated library books in the hands of borrowers. If the book is part of a set or belongs to a work that is in more than one volume, it must be replaced or the price of the entire set paid; on payment the borrower may receive the remaining volumes as his property after they have been marked "sold" in the catalog department.

If damage done to a book cannot easily be remedied but does not amount to actual mutilation; or if rebinding would be necessary to repair the damage and this does not seem worth while, stamp, as near the damage as possible, with a rubber stamp provided for this purpose, "officially noted," and return the book to circulation.

When a book is discovered on the shelves in a mutilated condition send it to the office of the assistant librarian where it will be properly stamped "mutilation noted" and dated. If the culprit is found, prosecute to the full extent of the law.

Lost Books

When a borrower reports that he has lost a book, at once find the book-slip in the boxes on the slip-table. If he cannot tell you the name of the book and the date when it was borrowed, ask him to bring to the library the first fine notice that he receives about the book, so that it may be identified. Having found the bookslip, get from the catalog room, the price of the book; collect this together with any fines that may be due. Write in ink at the bottom of the book-slip the price of the book, the borrowers name and address, and "paid"; enter the price of the book under "books lost" on the cash account, Charging System Fig 3; put the book slip with the money in the cash drawer, to be sent with the cash to the office of the assistant librarian on the following day. If required, give the borrower a receipt. The catatog department keeps the book-slip, so that if the book is ever found and returned, the record can be easily looked up and the proper amount refunded to the person who paid for the book.


808.5 D77 BOOKD

79404

Mr. Charles D. Johnson

128 Sussex Av.

Pages torn out.

charge 1.20

Fig 5. Mimeographed slip showing repair department that damage has been noted. Size, 2x5; white.

A borrower pays for a book that is lost while in his posession, unless it was lost by fire and not covered by insurance; in which case the library replaces the book at its own expense. If a borrower wishes, he may replace the book instead of paying for it. If the book belongs to a set or work in more than one volume follow the same process as in case of damaged books.

If a borrower is not prepared to pay at once for a book, hold his card; note on the book-slip, Fig 8, in addition to the borrower's name and address and the price of the book, the author and title, the date when it was reported lost, and the fines to date, if any; make all

entries on the book-slip in ink. Next fill out a pink mineographed form for a book reported lost, giving the same information that is on the book-slip. File this slip with the borrower's card in front of his application. File the book-slip in the first box on the slip-table, behind the guide-board labeled "reported lost."

The Free Public Library of Newark, New Jersey
John Cotton Dana, Librarian.

Mr. Charles Johnson,
128 Sussex Av.,
Dear Sir:

The book Introduction to the study of rhetoric 808.5 D77 charged to your card Sep. 16, '09 was returned in poor condition.

The book was held and a postal was sent you Oct. 3, '09, asking you to call at the library; as no answer was received we are now sending you a second notice to the effect that the book will be returned to circulation at the end of the week. The cost of rebinding or repairing the book will be charged against your name and payment must be made before another book is drawn.

Yours truly,
J. C. Dana, Librarian.

79404 per A. F. H.

Fig 6. Mineographed letter for damaged book. Size 51-2x81-2

Once a week look through the "reported lost" slips and take out those that have been reported lost one month. Search for each book, 1, among the duplicate puzzle slips, see The Charging System: 2, on the puzzle shelf, and 3, in place on the regular shelves. Next fill out a letter form, Fig 9, for each book, asking the borrower to call and pay the amount due. Note on the book-slip "letter sent" with the date, Fig

8, note the date under "letter sent" on the pink slip before the borrower's application.

Two weeks later, if the book has not been paid for, make out a yellow messenger-card, Fig 10, giving a statement of the case; and have typewritten a bill for the book, the fines and 20 cents for messenger service. Note on the messenger-card, the amount of the bill. The library messenger will take the card and bill on his next trip; he will collect the amount if possible, giving a receipt. After that the case will be treated as are other delinquent cases. See under the heading "Notices for Overdue Books, Delinquent Borrowers" in the Charging System. Charges for a book lost and not paid for stand before a borrower's application until paid.

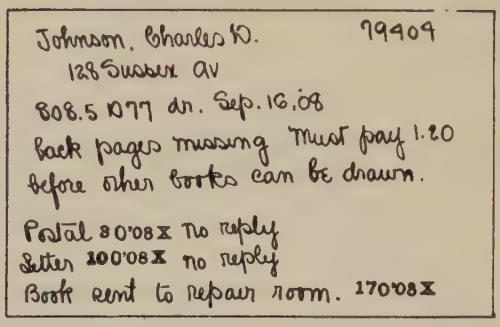

Johnson, Charles D. 99909
128 Sussex Av
808.5 D77 dr. Sep. 16, 08
Back pages missing Must pay 1.20
before other books can be drawn.
Postal 30'08 X No reply
Letter 100'08 X no reply
Book sent to repair room. 170'08 X

Fig 7 Mimeographed fine-slip for damaged book. Size 3 x 5. Pink.

If a borrower returns a book after it has been reported lost, charge no fines for the period after it was reported lost.

If a book that has been lost and paid for is returned, send it to the catalog room to be slipped from the file or slips of such books; when the book is received again from the catalog room, refund to the borrower from the cash drawer, the price of the book as noted on the book-slip, les 20 cents which is reserved for the cost of cataloguing, changing records, etc. Under "expenses" on the cash account, enter the amount refunded with a note. Return the book to circulation. If a borrower returns the book at a time when the catalog room is closed, ask him to call the next day for his money. Send the book to the catalog room the following morning; and put before the borrower's application a note of the amount to be refunded, whenever it may be called for.

Reserving Books

(a) *General Rules.* A borrower may have any book of non-fiction

that has been in the library two months reserved free of charge; that is, if the book he wants is not in he may leave his name and address at the library and as soon as the book comes in a postal will be sent him notifying him that the book is now at the library and will be held 24 hours for him. Fiction, opera scores and Duplicate collection books may not be reserved; nor may text books and translations be reserved for school boys and girls. A book may be reserved by mail, by telephone or upon application at the library. (b) *Taking the reserve.* To reserve a book, note on a reserve slip, Fig 11, the call-number, author and title of the book, and the borrower's name and address; stamp the slip in the upper right hand corner with your data, and drop it in the reserve drawer at the lending desk. (c) *Writing up the reserves.* At three o'clock each afternoon take from the drawer all the reserves that have accumulated there. 1, arrange the slips by call-numbers and from the shelf-list note on each reserve slip the number of copies of the book that are in circulation; and number of volumes. If you find a book marked worn out or lost on the shelf-list, note "w. o." or "lost" on the reserve slip. 2, If a book is in more than one volume, make a reserve slip for every volume, unless a special one has been asked for. 3, Count the reserve slips and enter the number with the date on the statistics slip for reserves kept in the reserve box. 4, For each reserve fill out a reserve postal, Fig 12, noting the call-number and short title of the book, the volumes, and the date when the reserve was taken. Address the postal and lay it with the reserve slip to be reserved by another assistant. If a reserve was taken for a branch or station or for a member of the staff note the necessary items on a standard size slip. 5, Fill out a duplicate order slip, for any book marked "w. o." or "lost" noting "reserved" and the date

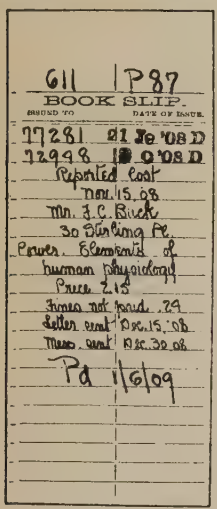


Fig 8. Book-slip with record of fines, etc. Size, 2x5.

in the upper right corner, give this to your chief. File the reserve slip with others, in the reserve box, labeled "reserves to be ordered." The head of the department will recommend the book for replacement or

The Free Public Library of Newark, New Jersey

Mr. F. C. Buck:
30 Stirling Pl.,
Dear Sir:

The book Elements of human physiology 611, P 87 charged to your card Oct. 3, '09 and reported lost has not yet been returned.

Kindly call at the library at your earliest convenience and pay the amount due. Price of book $2.15, fines .24. Total $2.39.

Yours Truly,
J. C. Dana, Librarian.
Per A. F. H.

Fig 9. Mimeographed fine letter. Size 5 2-2 x 8 1-2

not, as she thinks best. If not to be replaced, fill out a letter form, Fig. 13 and send it to the borrower and destroy the reserve postal and slip. 6 Arrange the remaining reserve slips in order and place them at the front of the slip box at the extreme left on the slip-table, to be looked up, on the following morning. File the postals and notes by call-numbers in the wooden reserve box, 8 1-2 x 6 1-2 x 3 1-2 in which they are kept until the reserved books come in.

(d) *Placing the reserves.* The following morning, proceed as follows. 1 Take the reserve slips and look for the books on the shelves; if one is found put it with the other books on the reserve shelf. 2 Make a list on a 3 x 5 slip by call numbers of the remaining books

to be reserved, noting after each the number of copies in circulation. 3 Beginning one month back of the present date and going forward, look through the slip-boxes for the corresponding book-slips; when found, clip the reserve slip to the book-slip; note on your list of numbers the date in which the reserve was placed. If there are more copies than one of the reserved book, continue to search the slip-boxes for the others and write "reserve" in pencil at the top of each; note on your list of numbers the date in which the reserve was placed. When you have placed all the copies of a book, cross off the call-number from your list. When you have looked through all the slip-boxes, through the latest date, if you still have reserves unplaced, begin one month back of the present date and look backwards. 4 From your memorandum of the call numbers, copy on the reserve postals in pencil the dates in which the corresponding reserved books were placed, Fig. 12. These dates are erased before postal is sent. Any reserve slips that you are not able to place in the slip-boxes, send to the branch and station department to be looked up among the slips of books lent temporarily to branches. If a reserve is placed among these slips the department sends back a note giving the call-number of the book and the branch at which it is. Note the name of the branch on the reserve postal. The book will be sent for and returned to the lending department as soon as possible. The reserve slips not placed here will be returned to you the same day.

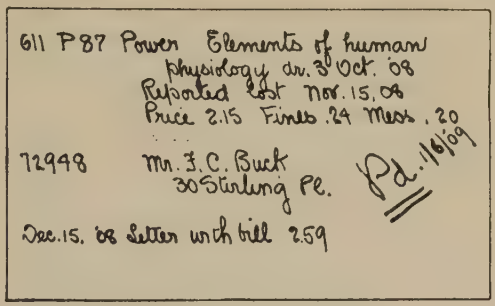

611 P87 Power Elements of human physiology
Reported lost Nov. 15, 08
Price 2.15 Fines .24 Mess .20
72998 Mr. J. C. Buck
30 Sterling Pl.
Pd. 11/6/09
Dec. 15. 08 Letter with bill 2.59

Fig 10. Messenger card. Size, 3 x 5.

Next send the reserve slips to the bindery department to be looked for among the slips of books in the bindery. This department also attaches the reserve slip to the book-slip, if found, and sends a note to that effect to the lending department. Note "bindery" on the

reserve postal. The book will be rushed through the bindery and returned to circulation as soon as possible.

File the reserve slips that may still be unplaced, by call-numbers, with the file in the reserve box labeled "reserves to be looked up on the shelves every day." Each afternoon take three reserves and look for the books very carefully in all possible places; a messenger does this.

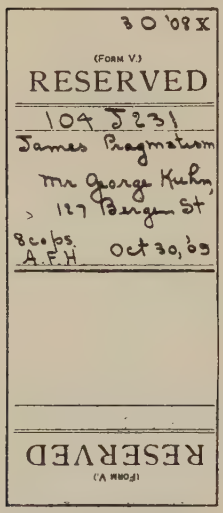


Fig 11. Reserve-slip. Size, 2 x 5. . Pink.

Go over all unplaced reserves at least once a week and make duplicate order slips for books that were reserved more than two weeks previously. Give these order slips to your chief. She will see that the books are ordered as soon as possible or will, with your help, make other recommendations.

(e) *Mailing reserve postals.* Two shelves of the bookcase in the working space, in Fig 1, are devoted to reserved books. Here all such books ar placed as they are returned through the slip-table, or bindery, or branches, or as they are found on the shelves, or as new copies are received from the catalog room.

When a book is reserved for another department slip-boxes and if it is not found report this at once to the department reserving it.

Each afternoon at four o'clock, examine the books on the reserve shelves. If the reserve slip in a book bears two dates, one at the top showing when the reserve was taken and another below, Fig 11, the second date indicates the day the reserve postal was mailed. If this second date is more than two days old, the time for which the book was to have been held has elapsed. Therefore remove and cancel the reserve slip. Before sending the book back to the shelves look in the file of reserve postals to see if there is another reserve on the book; if there is, make out another reserve slip in the usual way, noting on it the name, address and date on the postal. Then proceed as follows:

1 Take from the reserve shelves all books, not bearing on the reserve

slip the second date, and for which therefore the postals have not yet been mailed. 2 Find the first reserve postal for each book. 3 Compare the name and addresses on the reserve slip and on the postal to make sure they are inentical. 4 Fill out on the postal the present date and the date until which the book will be held, which will be until 9 p. m. of the second day following; add your initials. 5 Stamp the reserve slip with your dater, Fig 11. Repeat the process for each book. Return the books to the reserve shelves and place the postals in the mail basket. 6 Send a book reserved for another department together with the reserve note to the department indicated. 7 If a book is reserved for a member of the staff destroy the reserve note, and charge the book before sending it out of the department.

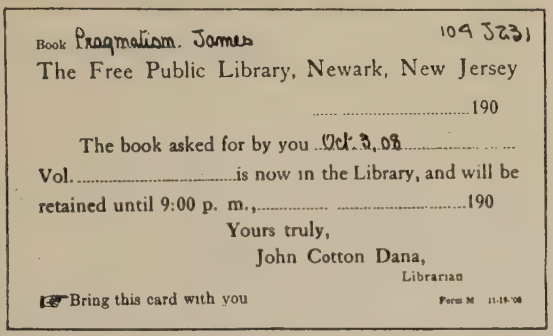

Book Pragmatism. James 109 J231
The Free Public Library, Newark, New Jersey
.....190
The book asked for by you Oct. 3, 08
Vol. ..... is now in the Library, and will be retained until 9:00 p. m., ... 190
Yours truly,
John Cotton Dana,
Librarian
☞Bring this card with you
Form M 11-15-'08

Fig 12. Printed reserve postal.

(f) *Delivering reserved books.* When a borrower who has received a reserve postal calls for the book, examine the name on the reserve slip in the book to make sure you are delivering the right book to the right person. Cancel the reserve slip which may be used four times, destroy the reserve postal.

(g) *Statistics.* The first of each month, count from the 2x5 statistics slip the uumber of reserves taken during the month. Send a note of the number to the chief of your department who in turn will send the report to the office of the assistant librarian, where it will be entered in the permanent statistics book.

ALPHABETICAL LIST OF SPECIAL EQUIPMENT REQUIRED FOR ADMINISTRATION AND GENERAL WORK

Board of Health postals A printed postal; on the face, the address of the library, on the reverse, street, name, disease and the statement that books belonging to the library are at the given address. Fig 2. Cost of printing 1,000 $1.00.

Book reported lost letter A mimeographed letter asking the borrower to call and pay the amount due on his lost book. Fig 9. Size 5 1-2 x 8 1-2. Juno Cream Antique Laid, 17" x 22", 24 pounds to a ream; cost $2.52 per ream, cut in bindery.

Book reported lost slip A mimeographed form the size of an application blank; pink in color, used to report lost books. Fig 9. Size 3" x 5". Paper, pink mimeographed laid, 22" x 24", 40 pounds to a ream; cost $2.70 per ream, cut in bindery.

Damaged book letter form A mimeographed letter sent if no response is made to the postal asking the borrower to call. It states that the amonnt of the damage will be charged against his card number. Fig 6. Size 5 1-2" x 8 1-2". Paper, Juno Cream Antique Laid, 17" x 22", 24 pounds to a ream, cost $2.52 per ream, cut in bindery.

"Damage noted" slips White mimeographed slip 1" x 8" placed in a book before it is sent to the bindery. It indicates that damage has been accounted for satisfactorily. Fig 5 Size 1" x 8". Paper, Juno Cream Antique Laid, 17" x 22", 24 pounds to a ream, cost $2.52 per ream, cut in bindery.

"Officially noted" stamp A rubber stamp 1 1-4" x 1-2" used in a circulating book slightly damaged. Cost 15c.

Postal asking borrower to call A printed postal asking a borrower to call, in order to trace damage to a book drawn on his card number. Fig 4. Cost of printing, 1,000 for $1.00.

Reserve book letter form A mimeographed letter form notifying the borrower that the book he wished reserved is worn out and will not be replaced. Fig 13. Size 5 1-2" x 8 1-2" Paper Juno Cream Antique laid, 17" x 22". 24 pounds to a ream, cost $2.52 per ream, cut in bindery.

Reserve box A wooden box 6" x 8" x 4" in which postal notices for reserved books are kept until the book called for is ready for delivery. Cost 50c.

Reserve postals A printed postal which is sent to a borrower to notify him that the book he wished reserved is ready. Fig 12. Cost of printing, 1,000 for $1.00.

Reserve slips A pink slip the size of the book slip; for call number, author and title. It is attached to the book slip in the slip rack. Fig 11. Size 2" x 5". Card, Cheap Bristol board, 22" x 28", 120 pounds in a ream. Cost of printing, 5,000 for $5.00.

Modern American Library Economy As Illustrated by the Newark N. J. Free Public Library

By John Cotton Dana

Part I

The Lending Department

Section 4 Relations with the Public in the Lending Department
By Sara C. Van de Carr

Published by
The Elm Tree Press Woodstock Vermont
1910

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NOTE OF EXPLANATION

This is Section 4 of Part I of the Library Economy series. The first three sections are Registration Desk, Charging System and Administration, all dealing with the Lending Department. There are many activities of the lending deparment of a public library which do not properly come within the field of the first three pamphlets, or of this one. It seems advisable, however, to include them in this pamphlet.

S. C. V. de C.

By the phrases "See Registration Desk," "See Charging System" "See Administration" "See Work With the Public" the reader is referred to the pamphlets with those titles. References are sometimes made to pamphlets that have not yet appeared.

To make the meaning of these references clearer the following list of the published and of some of the forthcoming pamphlets in this series is here given.

Tentative List of the Series

Part I The Lending Department

1 Registration Desk. Printed
2 The Charging System. Printed
3 Administration of Lending Department. Printed
4 Relations with Public in Lending Department. Printed

Part II Booklists and other Library Publications

Part III Branches and Delivery Stations

Part IV Advertising

Part V The School Department
1 School Department Room
2 Course of Study for Normal School Pupils on the Use of a Library. Printed 75 cents
3 Work with Schools: School Libraries
4 School Pictures, Educational and Decorative
5 The Picture Collection

Part VI Reference Work
1 Reference Work in General
2 General Periodicals, Current and Bound
3 Work with Study Clubs

Part VII Technical Department
1 Technical Department in General
2 Manufacturers' Catalogs
3 Technical, Scientific and Trade Journals

Part VIII The Children's Department
1 The Children's Room

Part IX Art Department
1 General Management and Exhibitions
2 Art Books, Photographs and Prints
3 The Library's Printing Press and its Uses

Part X Order Department

Part XI Catalog Department
1 Classification and the Shelf List
2 Cataloging and the Catalog

Part XII The Business Men's Branch
1 General Description
2 Maps, Atlases and their Management
3 Directories, General and Special

Part XIII Administration

The Lending Department: Relations With The Public

Books are arranged, subject to change as conditions demand, as shown in the floor-plan and index thereto. Admin. Fig 1. Seldom used books have been separated from the much used books on the stack floor and in the lending department and are shelved in the stack floor above the much-used books.

This separation of books is essential in a public library having open access, and is not difficult. Whenever a seldom-used book is borrowed, it is returned to the shelves with the much-used books, as no mark is used to distinguish between the two classes.

Signs

As signs are not ornamental, use as few as possible. The most important are the signs 10" x 12", at entrance to stacks and at ends of each section of shelving. Use the D. C. numbers and translate their meaning into words, showing what subject is to be found in each section.

Label all special collections of books.

Individual shelf labels unnecessary.

All signs used in the library are printed on the library's press. See the Library Printing Press and its Uses.

Information Work

While every assistant in the department is expected to be able to answer questions intelligently, it has been found convenient to put neatly printed signs in standing frames bearing the legend "Information Desk" on the desks of the chief of the department and of the assistants in charge of the reference work.

While a borrower may ask questions of the desk assistants, who are trained to answer questions, the signs show him that information on library matters is advertised to be given at certain specified places. This saves his time, and he is at once referred to the most skilled assistants.

Recommendations for improving the service are invited from both staff and public.

Assistants at the desk are expected to work along the lines of the following suggestions:

Let all who visit the library feel at home among the books. Greet pleasantly all who seem diffident or bewildered and offer to help them and to explain whatever they seem not to understand. Never be too busy or absorbed to look up with an air of interest, whenever a person enters the room or approaches you. Tempt the diffident to ask questions. Always invite a person to go with you to the books he asks for. The trip gives an opportunity to explain the arrangement of fiction, the use of the card catalog, the signs in the book-stacks and the location of all classes of books. A person is thus more intelligently served and learns to help himself.

Never direct a person to go anywhere, even into the reference department. Always show him. He appreciates it. Take all the trouble yourself. Make it easy for the visitor.

Before leaving a person, always ask him to come again to the information desk if he does not find what he wants. This shows that you are interested.

Learn to distinguish between the man who knows more than you do and who gets his own books, and merely wishes to know where they are, and the man whom the library appals and who may never come again if left to himself. Greet the latter pleasantly and offer to explain whatever he finds difficult, all without assuming the pedantic air.

Do not undertake to serve too many people at once. If several wish your assistance at the same time, turn over some of them to another assistant, taking care to state exactly what is wanted, that borrowers may not be obliged to repeat their question.

Card Catalog

Teach people the use of the index to the library's books. The

cards are arranged in alphabetical order by author, title and subject. See The Catalog. Guide cards placed at intervals among the cards facilitate their use.

If we can lead borrowers to use the catalog themselves, they become more independent, are pleased with their knowledge of how to find books, and leave assistants free for other things.

Concise but clear rules for using the catalog are in standing frames on top of the catalog case, Fig 1.

HOW TO USE THE CATALOG

The Cards in this Catalog are arranged Alphabetically.
Use it like a dictionary.

Every book is entered here in three places: under its Author, under its Title, and under its Subject.

If you know the Author or Title of a book, look for either.

If you wish books on any particular Subject, look for that Subject.

When you have found the book you wish, copy its Number in full from the upper left corner of the catalog card. In Alphabetizing, the articles "a", "an", and "the", are disregarded.

When in doubt, ask at the desk.

Fig 1

Lists of Books

While many people like to use the card catalog, the average borrower prefers lists of books on special topics. To meet this perfectly natural and legitimate demand the lending department compiles lists on timely subjects and prints or mimeographs them and displays them on tables for free distribution.

For a full account of booklists, bulletins, publishers' lists and other forms of printed matter for advertising books, see Book Lists and other Library publications.

Collections of Books of Special Interest or Popularity

While the books in the library are so arranged and labeled that any person may find what he wants himself, and the student usually prefers to do this, there are many people without well defined ideas as to what they would like to read, who are glad to have suggestions offered to them indirectly. Even the desultory reader is apt to resent suggestions unless he asks for them. Indirect suggestions are made by placing certain kinds of books in groups in book cases in conspicuous places in the department.

(a) *New books.* The new book case contains the latest additions in all classes. New books have a small round Dennison gummed label, pasted at the top of the back. By this they are easily identified and returned to the new book case. This label is kept on them usually for two months. It is then removed and the books are put in their regular places on the shelves. A typewritten list furnished by the catalog department of all new books is put in a binder and kept near the case for consultation by the public.

(b) *Duplicate collection.* The idea of this collection originated with Mr. Crunden of the St. Louis public library. It puts the newest books into the hands of the people who wish them, without expense to the library. The books are always fresh and clean and when re-bound are put into especially attractive bindings. As many as sixty copies of one book have been bought. The collection averages about 800 volumes. When the popularity of a book in this collection wears off or it becomes a little shabby or soiled, it is given to the main library. The cost of ordering, cataloging and lending a D. C. book is estimated to equal the value of the book when it is transferred. See Catalog. The receipts in rental pay for the first cost of the books. The collection was started with money borrowed from the regular book fund, which was soon refunded. The collection is now wholly self-supporting and gives to the main library many volumes which it would otherwise not have and satisfies those who always want the latest fiction. It has been satisfactory to the library and popular with the public. Those who do not care to spend a cent a day on books can get copies of the same books from the main library proper more quickly than before this collection was established.

The duplicate collection, established August, 1902, had a balance of $1,441.95, January, 1908; its receipts having been $9,123.23, its expenditures, $7,681.28. The average monthly income from it is now $350.

(b) 1 *D. C. General rules.* The duplicate collection, commonly called the D. C., because every book in it is duplicated in the free collection, consists of books lent for one cent a day per book, payable on the return of the book. All accounts are kept entirely separate from those of the main library. "Duplicate Collection" is stamped at the top of the book pocket and slip of each book; on the front cover is pasted a fawn label. Fig. 2. Any card holder may borrow at one time on his library card as many of these books as he wishes. The books are lent for no specified time; but at the end of three weeks the library asks that they be returned and charged again if wanted longer. No D. C. books are given a borrower except on his own card. A borrower having unpaid charges for a D. C. book against his name, may not use the main library; nor may he borrow a D. C. book if there is a main library fine against him. The use of the collection by children is discouraged.

(b) 2 *D. C. Charge.* Before charging a D. C. book ask the borrower if he is presenting his own card. If he is, charge the book in the usual way. See Charg. System. If not, explain the rule to him, but on no condition allow him to take the book on another borrower's card without a written permit. In charging a book on a green non-resident card, make a cross in pencil after the charge on the card. See Charg. System.

Formerly D. C. books were not charged to the borrower's card; it became necessary to do this because of difficulty in securing the return of these books. Since charging them on the cards there has been no trouble of this sort.

(b) 3 *D. C. Discharge.* When a D. C. book is returned to the library, discharge it in the usual way. See Charg. System. Collect one cent for each day the book has been out, not counting the day on which the book was drawn; if a book is borrowed and returned on the same day the charge is one cent. Put the money received in the cash drawer in the special compartment reserved for D. C. money.

Enter the amount on the cash pad at the desk. See Charg. System. If the amount due is not paid, hold the borrower's card, fill out a pink fine slip with the borrower's name inverted, his card number, the name of the book, dates when drawn and returned, and the amount due; stamp it with your dater and file it at once before the borrower's application. See Charg. System, Fig 9.

(b) 4 *D. C. Branch or Station books.* If a borrower returns to the main library a D. C. book taken from a branch or station, or vice versa, charge the usual cent a day up to and including all days before the weekly collection and delivery is made. Although the library permits the return of a book at any agency no matter where it is borrowed, it is necessary, the Duplicate Collection being entirely distinct from the library collection and self-supporting, to charge for all the days during which the book is not in the library. Borrowers are always warned about this and suit their own convenience in the matter. When the charge for any branch or station D. C. book is paid, put a mimeographed "Paid" slip in the pocket before sending the book to the slip-rack. If the fee is not collected, date and put into the pocket a "Not Paid" mimeographed slip. See Charg. System.

(b) 5 *D. C. Overdue notices.* Three weeks after a D. C. book is lent send a postal, Fig 3, reminding the borrower that he still has the book in his possession; two weeks later send another postal, Fig 4, asking that the book be returned before another week, to be renewed if needed longer. At the end of the sixth week, send the library messenger to collect the book, the amount due, and 20c for messenger service.

Each morning when sending notices for overdue books send also notices for D. C. books as follows: (1) As in the case of overdue main library books, consult the statistics sheet for overdue notices. See Charg. System, Fig 14, to learn on which dates D. C. notices were last sent for, and make a memorandum of the dates for which you will send notices which will be three weeks, five weeks and six weeks prior to the present date. (2) Next take the D. C. slips for these dates from the slip rack, search for the books on the D. C. shelves, and puzzle shelf and in the file of "duplicate slips". (3) Then fill out the proper postals for the books that have been out for three weeks and for five weeks. Count the slips for each of these dates

and enter them on your memorandum and return the slips to their proper places in the slip rack. Address postals in the usual way. (4) For each slip or group of slips of books charged to one person, that have been out six weeks, make a messenger card, see Charg. System, Fig 18; compute and enter on this the amount due to date, at one cent a day, plus 20 cents for messenger fee. Count the messenger slips and enter the number on your memorandum; then file them in order in the file of "messenger sent in the present month" slips. Copy the D. C. postals statistics and dates from your memorandum and add to the statistics sheet; for each messenger case, make out a pink fine slip and file it before the borrower's application. Put messenger cards in messenger's book. After that treat messenger D. C. cases exactly as other cases of delinquents, with the difference that you charge no fines for the book; charge merely the usual cent a day until the book is returned, plus 20 cents if a messenger is sent for the book, and 15 cents for a registered letter. See Charg. System.

(c) *A Hundred of the Best Novels.* A long list of novels, few copies of many of them on the shelves, no copies of the more popular ones, and borrowers irritated at not finding books they wish, this is the common experience in libraries. To obviate some of this irritation the list of "A Thousand of the Best Novels" described elsewhere, was compiled, and a collection of books called "A Hundred of the Best Novels" was selected and placed in a special case clearly labeled. Printed lists of the "Thousand collection" are sold at 5c. each. Lists of the "Hundred collection" are always on the case for free distribution. At least three copies of every book on the latter list are always to be found in the case, which is looked over every day. During one year the library lent 200,000 novels of which 30,000 were on the list of "A Hundred of the Best Novels."

A good supply is always kept on hand of the titles on the Thousand best, which includes all of the more popular standard novels and about 300 titles of quite recent books.

(b) *Books for Business Men and Women.* In addition to the books which are recommended to the business schools of the city, books on salesmanship, window dressing, computing of costs, factory management and general business are placed in a special book case.

(e) *Books for Boys and Girls.* Every child who is fourteen years of age, or in the 7th A, or 8th grades of the public schools, or whom the chief of the children's room thinks ready to use the main library, is sent on his or her request to the chief of the lending department, with a note addressed to her. When the child's card is made out he is directed by the registration assistant to the information desk and the chief of the department or the best assistant available takes him about the department. Every assistant understands the importance of the child's first visit to the main library. The time of this change, from a familiar children's room to the unfamiliar larger department comes at a diffident age, 14, comes at the time when the law allows him to leave school and its requirements for reading and to go to work. Unless his first visit sends him away with a book he likes, a face he knows and a feeling of having been welcomed, the whole effect of the children's department to prepare him for the continuous use of the library in his after life is quite likely to fail.

As a help in this work, a selection of books for young people, about 200 titles is placed in a case near the information desk, labeled "Interesting Books for Young People". Lists, with short descriptive notes, of six of the books in this case are mimeographed from time to time under the headings "Books that most Boys like", "Books that most Girls like".

(f) *Temporary Collections.* These include carefully selected books on topics like House decoration, Gardening, Industrial Education, Italy, etc. Timely books are always specially displayed. Collections are changed twice a week.

(g) *Popular Non-fiction.* A collection of about four hundred miscellaneous books added to by all the members of the Staff. No marks on the books so that they are constantly changing.

(h) *Blind, Books for.* The public libraries of Philadelphia and New York lend books for the blind to residents of New Jersey. Catalogs of books for the blind in these libraries are hung near the library's collection. The books are sent for as requested, so that through the courtesy of these libraries many people are served. The U. S. mails carry these books free of charge when labeled "Reading matter for the Blind".

(i) *Music Collection.* A collection of music was added to the library with money raised by private subscription, through the efforts of a Newark music lover. The library has added to it from its own funds. The music was selected by a Committee of subscribers to the fund, and was bound at the expense of the library. It includes opears, oratorios, music for piano, organ and strings and a few songs.

Recommended Books

A library as large as Newark's usually buys the best of the current books; but there are, of course, many books which it does not buy unless there is a demand for them.

The Book You Wish the Library to Buy

PLEASE write on the other side of this slip the name and author of any book you would like to have the library buy, and add your own name and address, so that the library can notify you if it buys the book.

The book you wish may be in the library already; but in so great demand that it is never on the shelf. The library will buy a second copy if the call for it warrants the expense.

If you cannot find a certain book ask an attendant about it.

The Free Public Library,
Newark, New Jersey. J. C. DANA, Librarian.

Fig 5. Printed card for recommended books. Size 3 x 5.

To encourage borrowers to recommend books, not novels, which would ordinarily not be bought, use the printed cards Fig 5 kept at the Lending Desk. On the reverse side the borrower writes the authors and titles of the books he wishes, these recommendations are sent to the librarian once a month who decides whether or not the books shall be added. If books are added the persons who recommended them are given the first chance to read them. A postal, Fig 6 is sent notifying them that books asked for are purchased and will be held for them for twenty-four hours.

If the decision is adverse, the reasons are given, and the borrower is informed when he calls.

Vacation Books

A vacation plan for borrowing books goes into effect on July first each year. On this plan six books may be borrowed on any card whether belonging to a resident or non-resident; and may be kept until October first; 3310 volumes were lent in this way in 1909. People leaving town early may have books charged from the first of May. The request to have books charged on this plan must be made at the time the books are taken. Refer all vacation books to the

chief of the department or, in her absence, to the head of the desk force. No book that is in great demand, as for example a book recommended by a supervisor to all teachers studying for promotion, is allowed to go out; nor may one borrower have more than two books from a popular class, such as bird books or gardening. No seven day books are issued on this plan.

About the first of May post conspicuously in all departments of the library a large printed sign reading "Vacation Plan for Borrowing Books for the convenience of persons going out of town for the summer, books borrowed after July first may be kept until October first. If you want books on this vacation plan, make your request at the time the books are taken out". In charging vacation books, stamp "October first" with a rubber stamp directly under the charge on the reader's card, book pocket and book slip.

Occasionally by, special request, the time is extended beyond the first of October, but never beyond November first. If books are returnable at a special time, write the date due, in pencil, after the charge on reader's card, book pocket and book slip, instead of stamping them "October first".

As the book slips reach the fine postal date in the slip rack, sort them out and file them by call number, regardless of date, behind a guide board in the slip rack labeled "October first". Send the first fine notice for these books one week after they are due. While the vacation plan is in operation, devote a compartment of the slip tray for the day's circulation to "October first" books and label it to that effect. In counting the days circulation, enter the total number of these books lent on a special sheet in the statistics book; after that sort in the slips and count them with the classes to which they belong. Each book is counted only once but as a matter of interest keep a separate account of the number of books lent on this plan.

To avoid confusion, devote one end of the desk to the charging of vacation books. Have here a printed and framed sign about 8" x 12", reading "Vacation books charged here".

If a borrower received a fine notice for a book and writes that he supposed the book was lent on the vacation plan and was not due until October first, it is customary to give him the benefit of the doubt, if

the book is one that might have been lent on that plan. Stamp the slip "October first". Write the borrower that the time has been extended and ask him to explain, on the return of the book, that this was done by mail. When a book is returned with this explanation, slip it at once; if the slip is found not to have been marked "October first", charge the usual fine.

People taking vacations at other times of the year than in the summer, may have six books charged for not longer than six weeks. Write in pencil below the charge on borrower's card, book pocket and book slip the date due. If an extension of time is to be granted after a book has been taken from the library, and this is almost never done and only by permission of the chief of the department, write on the book slip the date when the book is to be returned; file the slip back in place; instruct the borrower to explain when he returns the book that he was given special permission to keep it longer than the usual time; otherwise he would be charged a fine by the receiving clerk. Always slip at once a book returned with such an explanation, to verify the borrower's contention.

Inter-Library Loan System

The library has frequent requests for books from persons living outside the city limits. These requests it grants, in many cases, by its system of inter-library loans. It does not lend books to individuals who are not residents of Newark, unless they pay $3.00 a year for a library card; it does lend occasionally to the libraries of other cities and towns such books as are not in frequent demand by its own borrowers. In 1909, 950 volumes were lent in this way to 30 of the smaller libraries of the state.

The non-resident who wishes to borrow books from the Newark library goes to the library of his own town and is given an inter-library loan blank, Fig 7, signed by librarian, upon which he notes the books wanted and the name or number of the borrower. He takes this blank to the Newark Library and gets the book or books he wishes; or sends it to Newark and pays for the transportation of the books, and for their return. The Newark Library holds the borrowing library responsible, not the individual for whom the books are borrowed. If

(*Text continued on p. 18*)

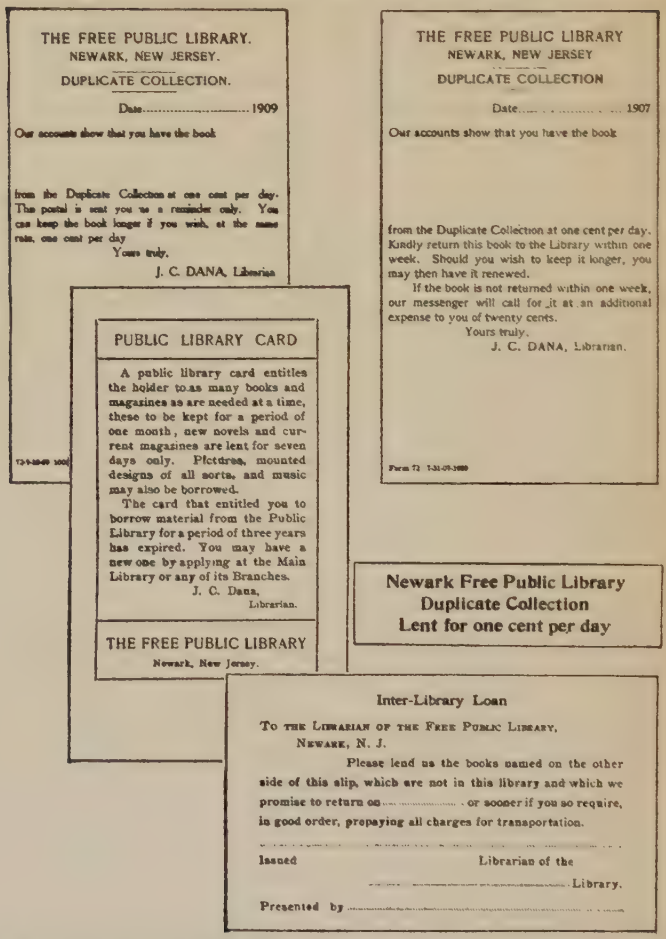

THE FREE PUBLIC LIBRARY.
NEWARK, NEW JERSEY.
DUPLICATE COLLECTION.
Date..... 1909
Our accounts show that you have the book
from the Duplicate Collection at one cent per day. This postal is sent you as a reminder only. You can keep the book longer if you wish, at the same rate, one cent per day
Yours truly,
J. C. DANA, Librarian
THE FREE PUBLIC LIBRARY
NEWARK, NEW JERSEY
DUPLICATE COLLECTION
Date..... 1907
Our accounts show that you have the book
from the Duplicate Collection at one cent per day. Kindly return this book to the Library within one week. Should you wish to keep it longer, you may then have it renewed.
If the book is not returned within one week, our messenger will call for it at an additional expense to you of twenty cents.
Yours truly,
J. C. DANA, Librarian.
PUBLIC LIBRARY CARD
A public library card entitles the holder to as many books and magazines as are needed at a time, these to be kept for a period of one month, new novels and current magazines are lent for seven days only. Pictures, mounted designs of all sorts, and music may also be borrowed.
The card that entitled you to borrow material from the Public Library for a period of three years has expired. You may have a new one by applying at the Main Library or any of its Branches.
J. C. Dana,
Librarian.
THE FREE PUBLIC LIBRARY
Newark, New Jersey.
Newark Free Public Library
Duplicate Collection
Lent for one cent per day
Inter-Library Loan
To the Librarian of the Free Public Library,
Newark, N. J.
Please lend us the books named on the other side of this slip, which are not in this library and which we promise to return on ..... or sooner if you so require, in good order, prepaying all charges for transportation.
Issued Librarian of the
Library.
Presented by

Fig 3. Printed duplicate collection fine postal, first notice. Fig 4. Printed duplicate collection fine postal, second notice. Fig 2. Printed duplicate collection label, 3 1-2 x 1. Fawn. Fig 7. Printed card, Inter-Library loan blank. Size, 3 x 5. Fig 8. Printed postal notifying borrower that his application has expired.

The Free Public Library, Newark, New Jersey

The Library has recently added the above book to its shelves. If you would like to read it, telephone us (320 Branch Brook), or send us a postal, and we will let you know when you can have it. We can deliver it at your office or house for 10c, or you can call or send for it. The library has other books on the same subject, which may be had on application.

Yours truly,
J C Dana, Librarian.

No

The Free Public Library, Newark, New Jersey

..... 190

The book .....

recommended by you for purchase is now in the library and will be retained for you until 9:00 p. m. ..... .190

Respectfully yours,
John Cotton Dana,
Librarian

Bring this card with you

Subject

Name

Address

The Library will be glad to notify you when books are added which treat of the subjects in which you are interested Please fill in the above for our file.

To Music Students, Teachers and Societies

The library has a good collection of songs, operas, masses, trios, quartets, quintets, arrangements for violin, organ and other instruments, one and two pianos, four and eight hands.

The books about music include encyclopedias and dictionaries of music, essays on musical subjects, biographies of musicians, musical history voice training, the use and history of musical instruments, stories of the opera, and many musical novels.

Any cardholder may borrow music and books on music.

J. C. Dana, Librarian.

The Free Public Library of Newark, N. J.

Fig 9. Printed postal notifying borrowers of the addition of new books.

Fig 6. Printed postal notifying borrower of receipt of recommended book.

Fig 12. Mimeographed card asking for recommendations of books by subjects. Size 3 x 5. Canary.

Fig 11. Printed card describing music collection. Size 3 x 5; canary.

(*Continued from p. 15*)

the applicant wishes to select other books than those indicated on the blank, this should be noted. The blanks are furnished on request by the Newark library.

Refer any books to be lent as an inter-library loan to the chief of the department, or in her absence, to the head of the desk force. With her permission, charge the book, writing the name of the borrowing library instead of a borrower's number on the book-pocket and slip. Stamp with your dater the inter-library loan slip directly under "Issued", Fig 7; and write on the reverse the numbers of the books borrowed. File the slip chronologically at the back of all others, in the package of these forms kept in a drawer of the registration file. When the book is returned, from the date on the pocket find the inter-library loan form, and transfer it to the package labeled "Returned".

At the end of the year, compile statistics of the number of books lent and the libraries borrowing them from the forms on file, and include in the annual report of the department; after that, destroy the slips for all books returned.

A statement embodying the above rules concerning inter-library loans has been mimeographed, to be given to libraries and individuals who inquire about the system.

Book Annotations

To give borrowers some idea of what books are like before they take them out, reviews are clipped from Cumulative book review digest and other sources and pasted on the inside of the back covers of the books reviewed.

Of an unusually good note carbon copies are made and put into every copy of the book to which it refers.

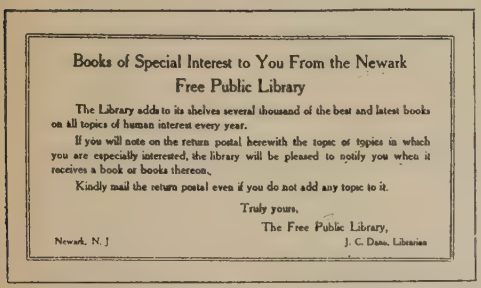
Publicity

As pamphlets devoted to "Making a Library Known" and "Booklists and other Library Publications" are to be issued in this series, a few points only in these fields are referred to here.

(a) *Borrower's expired cards.* The use of a borrower's card expires in three years and it often happens that he does not register again. To remind some of these lapsed card holders that the library is still ready to serve them, printed postal cards Fig 8, are sent to a list of persons arbi-

trarily selected from the expired applications. Make sure that the names of the persons to whom postals are sent are in the last city directory; stamp "Postal Notice sent" across face of old application and return to the file. Do this once a year in January.

(b) *Advertising new books.* To reach certain individuals of whose special interests the library happens to have knowledge, a printed postal, Fig 9, is sent notifying them of books recently added which are of special interest in their particular profession, trade or vocation.



Books of Special Interest to You From the Newark Free Public Library

The Library adds to its shelves several thousand of the best and latest books on all topics of human interest every year.

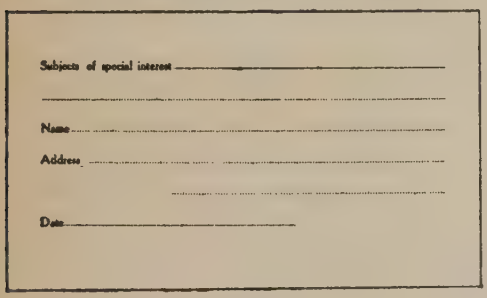
If you will note on the return postal herewith the topic or topics in which you are especially interested, the library will be pleased to notify you when it receives a book or books thereon.

Kindly mail the return postal even if you do not add any topic to it.

Truly yours,
The Free Public Library,
J. C. Dana, Librarian

Newark, N. J

Fig 10. Printed return postal asking for specific subjects in which borrowers may be interested.



Subjects of special interest _____

_____

Name _____

Address _____

_____

Date _____

Fig 10a.

To discover the special interest of individuals print a return postal Figs 10 and 10a, and send to a selected list of people whether borrowers or not. These return postals are kept on file. Whenever new books are received see that the person asking for a specific subject is notified of the new book added to the library.

(c) *Lists of special books.* From the names in a business directory as well as from the file of postals send printed or mimeographed lists of books to special classes of people, for instance: to clergymen a list of books on ethics, philosophy and religion; to lawyers a list of books on sociological subjects; to musicians a special card Fig 11, calling attention to the operas scores, oratorios and symphonies in the library's collection of music.

(d) *Newspapers.* Send regularly a weekly news item to each of the daily papers, about some feature of the lending department; new books added, special collections, most popular books of the month, etc., as occasion arises write longer articles on timely subjects to be found in library books, or describe improvements in the service. Newspapers are willing to print library news.

Telephone, Use of.

Encourage the use of the telephone inquiries about books or to reserve books, by means of mimeographed slips put into books, by signs, and and through the newspapers.

Use telephone number on all printed forms and letter heads.

ALPHABETICAL LIST OF SPECIAL EQUIPMENT REQUIRED

Rules for Using Catalog A printed card 7 3-8" x 10 7-8" in a standing frame, 12 1-2 x 9 1-4.

Duplicate Collection label A printed slip pasted on every book of the collection states the fee per day. Fig 2. Size 3 1-2" x 1". Cover paper, 20 x 25, 32 pounds to a ream; color, faun; 6 1-2 cents per pound. Made by a local printer in lots of 5,000 for $ 3.00.

Duplicate Collection fine postal 1st notice. A printed postal notifying a borrower that a D. C. book is charged to his card. Sent after three weeks. Fig 3. Cost for printing 1,000, $1.00

Duplicate Collection fine postal 2nd notice. A printed postal asking for the return of a D. C. book within one week. Fig 4. Cost of printing 1,000, $1,00.

Inter-Library loan card A printed card asking for the loan of certain books by other libraries. Signature of the Librarian, name of the Library and of the persons presenting the card and date required. Fig 7. Size 3" x 5", 22 1-2 x 28 1-2 white bristol, 120 pounds to a ream; cost $2.88 per 100 sheets. Cost, 500 for $2.00.

Music announcement card A printed card sent to the borrowers and others describing briefly the music collection. Fig 11. Size 3" x 5 1-2". Paper, Sylvia Ledger, 17" x 21", 28 pounds to a ream. 500 for $2.00,

Recent books postal A printed postal notifying borrowers of the addition of new books which will be reserved or delivered if desired. Fig 9. Cost, 1,000 for 100.

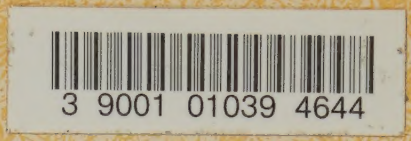
Recommendation cards A printed card stating that requests for books desired as additions to the library may be written on the reverse. Fig 5. Size 3" x 5". Card same as Inter-Library loan. Cost, 3,000 for $6.00.

Recommendation for books by subject cards A mimeographed card , asking for recommendations of books by subject. Fig 12. Size 3" x 5". Standard Library Bureau catalog card, no. 33110 canary. Cost, 1,000 for $1.50.

Recommendation postal A printed postal announcing the purchase of the book recommended and its reservation for two days. Fig 6. Cost, 1,000 for $ 1.00.

Reply postal A printed postal stating briefly the resources of the library and inviting a statement on the reply form of subjects of special interest. Figs 10 & 10a. Cost, 500 for $ 3.00.

Renewed application postal A printed postal announcing to a borrower the date of expiration of his application and inviting him to renew it. Fig. 8. Cost, 1,000 for $1.00.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DISCARDED
Paul Klapper Library
Queens College